



WIGAN COUNCIL

CCTV Privacy Impact Assessment



1. INTRODUCTION

- 1.1 This Privacy Impact Assessment (PIA) CCTV is recommended in The Surveillance Camera Code of Practice, issued by the Surveillance Camera Commissioner in June 2013, Amended November 2021, in accordance with Section 30 (1) (a) of The Protection of Freedom Act 2012. The purpose of the PIA is to ensure that privacy risks are minimised while allowing the aims of the project to be met whenever possible.
- 1.2 Guidance is based on the ICO's Privacy Impact Assessment Handbook.
The four areas which are highlighted by ICO as potential areas for loss of privacy in relation to personal data are;
- the privacy of personal information;
 - the privacy of the person;
 - the privacy of personal behaviour;
 - the privacy of personal communications
- 1.3 'Personal data' as defined by Section 1 of the Data Protection Act means data which relates to a living individual who can be identified:
- (a) from those data, or
- (b) from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.
- 1.4 When considering the installation of a camera an Operational Requirement (OR) must be produced. The OR must be referred to as part of the installation and camera review process to ensure it meets and continues to be effective in addressing the purpose for which it was installed.

2. RESPONSIBLE PERSON CONTACT DETAILS

Below are the contact details of the person most qualified to respond to questions regarding this Privacy Impact Assessment.

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3 DATA STORAGE & CONTROL

1	Why a Privacy Impact Assessment is Required	
1.1	What is the aim of the surveillance system?	<p>The use of the system shall be for the purpose of:-</p> <ul style="list-style-type: none"> a) Providing Wigan Council and Greater Manchester Police with evidence to take criminal and civil action in the Courts; b) Reducing the fear of crime and providing reassurance to the public; c) Providing assistance in the detection and prevention of crime (including countering terrorism); d) Assisting with the maintenance of public order; e) Deterring or reducing the incidence of vandalism, graffiti, and other environmental crime; f) Deterring persons from committing crimes and to enhance the opportunities for detecting those who do; g) Improving the safety and security of residents, visitors and the business community; h) Discouraging anti-social behaviour including alcohol and drug-related elements; i) Assisting in all aspects of Town Centre Management. j) To assist in monitoring any Civil Contingencies Operations <p>The cameras are used as a proportionate response for crime, disorder and wider community safety purposes. The introduction of the Crime and Disorder Act 1998 placed a direct responsibility on local authorities to combat crime and anti-social behaviour through section 17.</p> <p>Section 17 was intended to provide the impetus for authorities to consider how their services could contribute to reducing crime and disorder,</p>

		as well as their impact on social and community factors that affect crime levels. To deliver against these requirements, further Government funding was made available and most authorities chose to expand their CCTV systems.
1.2	What organisations will have access to CCTV images? Who will take legal responsibility under the Data Protection Act?	<p>Wigan Council and Greater Manchester Police are the main users of the CCTV system, However, other Police Forces and law enforcement agencies such as The National Crime Agency along with Greater Manchester Fire And Rescue Service will be granted access to the system if a legitimate request is received.</p> <p>Wigan Council will be the Data Controller at the point of images being recorded, however if any images are released to any of the authorised organisations, then the legal responsibility will be transferred to that organisation in relation to the images that have been released.</p>
1.3	What are the benefits to be gained from the system and who will benefit?	<p>Residents, visitors and businesses will benefit from improved public safety, and reductions in crime.</p> <p>CCTV is a proven tool in detecting crimes, and the perpetrators of it. Using CCTV can significantly reduce the time and cost on the Police service in investigating allegations.</p> <p>It is known that false allegations are made and CCTV is also useful in disproving some allegations. CCTV captures actual events and is not influenced by interpretation, or events, as seen by people who are under the influence of alcohol or drugs.</p>
1.4	Can CCTV realistically deliver these benefits?	Yes, and does so consistently
2	Information Flow	
2.1	How is information collected?	The system provides on street video pictures, which are transmitted from cameras positioned in various locations throughout the borough. The transmissions are received in the CCTV Control Room at Wigan. Some cameras are fixed on a particular scene; others are equipped with pan, tilt and zoom facilities allowing free movement through 360 degrees.
2.2	Where are the real time images from the camera displayed?	Any real-time images that are displayed in the secure control room environment are displayed on the video wall. There are monitors located at

		<p>each operator work station enabling them to monitor incidents.</p> <p>There is also the facility to transmit live video streams without control to Greater Manchester Police; again this is via a secure network into a secure control room environment.</p>
2.3	Who has operational access and ability to move the CCTV camera?	<p>Only trained and vetted staff who are employed to work within in the Wigan Council CCTV control room have full operational access including moving of cameras.</p> <p>Greater Manchester Police have the ability to request live video streams but are unable to control any cameras. They can however be granted use of cameras in the control room under the Regulation of Investigatory Powers Act. This is strictly controlled and only authorised by the rank Superintendent or above and the CCTV & Risk Manager.</p>
2.4	How are the images recorded?	Each camera signal is continuously recorded by way of a Digital Video Recorder
2.5	Where are the recorded images stored?	On the Hard Drives of Digital Video Recorders, which are housed within a secure remote communication room at each town centre location
2.6	How is information stored?	A digital recording and data management system is in place which covers all data collected by the Wigan Council CCTV surveillance system
2.7	What measures are in place to control access to the area in which the recorded images are stored?	Access to the Control Room is restricted by an access control system and by intercom access for scheduled visitors. Access at the remote sites is again restricted by an access control system to each room.
2.8	How is information used	<p>Information is used to monitor public safety, and prevent and detect crimes.</p> <p>Evidence is provided for investigation and enforcement.</p> <p>Individuals can requests copies of CCTV data which contains their personal information.</p> <p>Disclosure of data is covered by internal processes which are fully compliant with relevant legislation and codes of practice.</p>

2.9	How is access gained to the recorded images?	Data management control levels established on system. Password controls on system. Hard copy requests for images required.
2.10	How long are the images retained?	31 days, unless requested as part of an incident and then stored on archive for 12 months
2.11	How is information deleted	The data management system automatically deleted information after 31 days.
2.12	When data is downloaded or copied for release to a third party how is information recorded?	CD ROM or DVD
2.13	What processes are in place to ensure that data protection responsibilities are understood by persons receiving the data?	Each request for data must be requested via a signed data release form. In the case of the Police this is authorised by a person at the rank of Sergeant or above. All their responsibilities are set out on the back page of the form which must also be signed. No data is released without both signatures.
2.14	What precautions are in place to ensure that data will continue to be collected e.g. in the event of a failure of power to cameras and DVR (?)	UPS system in operation.
3.	Data Protection Act	
3.1	Can less privacy intrusive solutions achieve the same objectives?	There is a general consensus that other solutions could be effective, such as erecting security fencing or improved lighting. However, for our town centre areas CCTV is the best possible solution and works hand in hand with improved street lighting. We do inform members of the public that CCTV is in use by installing signs detailing the scheme and its purpose, along with a contact telephone number.
3.2	Are images of identifiable individuals required or could the scheme use other technology not cable of identifying individuals?	The system must be capable of identifying individuals, as footage from the system will be used in both criminal and civil court cases. If the system did not have this capability it would not be fit for purpose.
3.3	Will the particular equipment/system of work being considered deliver the	Yes. Wigan Council's working methods are unlikely to change. The CCTV service will continuously work towards maintaining its

	desired benefits now and remain suitable in the future?	<p>National Security Inspectorate Silver accreditation status.</p> <p>The service will remain a 24 hour service for the foreseeable future and will be delivered by dedicated, trained, vetted and SIA licensed staff who are employed directly by the Wigan Council. We are constantly looking at new technologies and how these will help us to improve on service delivery.</p>
3.4	What future demands may arise for wider use of images and how will you address these?	<p>Legislation can and does change. We will comply with all future regulations placed upon us. As populations increase, it is realistic to assume that pressure will be put on the department to supply images to wider audiences. These include emergency services, solicitors, insurance companies and law enforcement agencies such as HMRC, DWP and the National Crime Agency.</p>
3.5	What are the views of those under surveillance?	<p>The general feeling is that people who are not involved in crime are happy to be in an area that is monitored by CCTV cameras. There are some members of society both law abiding and those who are not, who have issues with being in areas covered by CCTV cameras. By abiding with current legislation, we aim to show that the CCTV system is only used for crime reduction/detection purposes and those activities that assist the public.</p>
4.	Human Rights Act	
4.1	What could we do to minimise intrusion for those that may be monitored, particularly if specific concerns have been expressed? Is the system established on a proper legal basis and operated in accordance with the law?	<p>Wigan council CCTV Operators are highly trained and SIA Licensed. They also undergo enhanced vetting through Greater Manchester Police. Each officer is further vetted through the National Security Inspectorate Accreditation Scheme to British Standards 7958-2015 – management of CCTV control rooms. This vetting complies with British Standards 7858-2012.</p> <p>The system has been established on a proper and legal basis and we comply with the Data Protection Act, Human Rights Act and Regulations of Investigatory Powers Act.</p> <p>Regular reviews of camera performance are undertaken to justify their need.</p>

4.2	Is it necessary to address a pressing need, such as public safety, crime prevention or national security?	Yes. Most town centres suffer instances of crime and ASB and town centres throughout Wigan are no different. CCTV has been a huge success in detecting, deterring and reducing crime and disorder in our town centres.
4.3	Is it justified in the circumstances?	Yes. Violence and anti-social behaviour are key areas to address which in turn will reduce the fear of crime thereby create a safer environment.
4.4	Is it proportionate to the problem that it is designed to deal with?	Yes. CCTV is used to detect crime and complies with the current legislation.
5.	Surveillance code of practice	
5.1	Do you regularly review the system against its objectives?	Yes. This is done to comply with our obligations under the National Security Inspectorate Accreditation.
5.2	Is the system being used for any other purpose other than those specified?	No.
5.3	Does signage exist highlighting the use of surveillance cameras?	Yes.
5.4	Does the signage highlight the point of contact?	Yes.
5.5	Are all staff aware of their responsibilities?	Yes.
5.6	Can a member of the public request footage?	Yes. The procedure of Data Subject Access requests is located on the Wigan Council Website. It are also available in hard copy should they be requested. CCTV footage can only be supplied for up to 31 days from the date and time of an incident, after which time the images are automatically overwritten.
6.	Risks	
6.1	Is the data shared with other organisations	Yes for investigation and enforcement
6.2	Is the system operated in full compliance with (i) DPA requirements (ii) ICO codes of practice (iii) SCC codes of practice (iv) Human Rights Act	Yes
6.3	Do you have procedures in place to manage risks	Yes

	associated with the use of CCTV cameras	
7.	Privacy Solutions	
	Have you identified solutions to address any risks identified	The system is operated in line with relevant legislation and codes of practice. In addition, all staff operating/ using the system are fully trained and audited against compliance and SOP's both by an independent auditor and by the National Security Inspectorate auditors.

Income & Project Manager

Signature: 

Date: 24th April 2023

Print Name: K Hargreaves