

CAERPHILLY COUNTY BOROUGH COUNCIL

CCTV SCHEME



Valid Until
November 2021



POLICY

Version 09/21

A CCTV Policy incorporating 'Best Practice' guidance from
Local Government Information Unit (LGIU), the CCTV User Group,
Police Scientific Development Branch, (PSDB) and the Home Office.

And Complying With:

BS 7958:2015 Closed Circuit Television (CCTV) – Management and Operation - Code of Practice

BS 10800: 2020 Provision of Security Services – Code of Practice

Information Commissioner CCTV Code of Practice

Home Office Surveillance Camera Code of Practice

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1 GLOSSARY OF TERMS (in alphabetical order)

<u>TERM</u>	<u>EXPLANATION</u>
12Twelve Week Security	<i>The period permitted by BS 7858: 2012 for Screening Period completion of the Security Screening process</i>
Ancillary Staff	<i>Staff employed in 'non-relevant' employment</i>
BS 10800: 2020	<i>Provision of Security Services – Code of Practice</i>
BS 7858: 2019	<i>Code of practice for Security screening of personnel employed within the security environment</i>
BS 7958: 2015	<i>Closed Circuit television (CCTV) Management and operation – Code of practice</i>
BS EN ISO 9001: 2008	<i>Quality management systems - Requirements</i>
CCTV Scheme	<i>Totality of arrangements for closed circuit television if a locality including, but not limited to, the technological system, staff and operational procedures. Note: A whole system is not limited to equipment sited at one locality; it may include systems that use 'dial in dial out' remote transmission or decentralised control</i>
CCTV System	<i>Surveillance items comprising cameras and associated equipment for monitoring, transmission and controlling purposes, for use in a defined security zone</i>
Confirmed Employment	<i>Employment status achieved after successful completion of security screening in compliance with BS 7858: 2012</i>
Control Room	<i>Secure area within a building, or a secure building where a CCTV system is installed and data is captured, retrieved, stored and analysed</i>
COSHH	<i>Control of Substances Harmful to Health Regulations 2002</i>
Data	<i>All information including that about a person Note: In the context of CCTV Schemes this includes images and ant other associated, linked or processed information or data</i>

Data Controller	<i>The person identified within each Scheme who determines the purpose for which and the manner in which any stored data is to be processed or disclosed.</i>
Data Processor	<i>A person who processes stored data on behalf of the Data Controller</i>
DDA	<i>Disability Discrimination Act 1995</i>
DPA	<i>Data Protection Act 2018 & GDPR 2016</i>
DSE	<i>Display Screen Equipment Any alphanumeric or graphic screen regardless of the display process involved. Both conventional (cathode ray tube) display screens and other display processes such as liquid crystal displays and other emerging technologies</i>
Ergonomics	<i>Study of the efficiency of the working environment provided for people engaged in determined activities</i>
Hard Copy Print	<i>Paper copy of an image or other form of data that is stored by electronic or other 'software' system</i>
HSW	<i>Health & Safety at Work Act 1974</i>
Incident	<i>An activity that raises cause for concern that an offence has been, is being or is about to be committed, or that an occurrence has taken place warranting specific action by an operator</i>
Job Description/Competency	<i>A document that details the relevant activities and responsibilities associated with an identified role or position within the organisation, together with the skills and qualifications deemed relevant to the post holder</i>
Manager	<i>Person appointed to supervise and enforce the implementation of the policies and procedures as defined by the Scheme owners/partners.</i>
Observation mode	<i>Mode of operation of a CCTV system whereby monitoring is carried out live, the sole purpose of which is to observe an incident in real time and not to record, hold in memory or to print the images received.</i>

Operator	<p><i>individual in relevant employment specifically designated and authorised by the owner of the CCTV Scheme to carry out the physical operation of controlling the System</i></p> <p>Note: <i>The meaning of the word ‘operator’ in the setting of the Health & Safety (Display Screen Equipment) Regulations 1992 is different to the use of the word at other parts of this document.</i></p>
Owner	<p><i>Legal person or entity, agency or individual designated as having overall responsibility for the formulation and implementation of the policies, purposes and control of the CCTV Scheme.</i></p> <p>Note: <i>The role of Owner also includes all statutory responsibilities, including those of the ‘Data Controller as prescribed by the DPA 2018 Section 1(1) ‘The owner may be a partnership, provided it has a formal constitution.</i></p>
Partner	<i>Individuals or groups who jointly have responsibility for the establishment of an organisation and its ongoing management and operation each party having equal responsibility, usually under the control of an elected Chief executive.</i>
Personal Data	<i>Data which relates to a living individual who can be identified either from that data or from that data and other information, which is in the possession of the Data Controller, or is likely to come into such possession</i>
Processing	<i>In respect of stored data, whether personal or otherwise, it is the means by which any operation or operations in carried out in respect of that data</i>
Provisional Employment	<i>12 week period of employment ‘offered’ following pre-employment security screening specified by BS 7858: 2012 during which the security screening process must be completed</i>
Recorded Material	<i>Any data recorded on any medium that has the capacity to store data and from which data can later be recalled irrespective of time.</i>
Relevant Employment	<i>A person employed operationally in any capacity within the security environment</i>
Retrieval System	<i>CCTV system having the capacity, in any medium, to effectively ‘capture’ data that can later be retrieved, viewed or processed</i>
RIPA	<i>Regulation of Investigatory Powers Act 2000</i>

Screening Controller	<i>Identified individual within an organisation who is responsible for management of the Screening Process</i>
Security Screening Period	<i>Period of not less than 5five years immediately prior to commencement of relevant employment or transfer to relevant employment specified by BS 7858: 2012 specified as subject to positive vetting</i>
Security screening Process	<i>An investigative process that identifies by positive enquiries the integrity and suitability of an applicant for employment within a security environment</i>
Stakeholder	<i>Any person affected directly or indirectly by the existence or activities of any organisation. This can be in the capacity of an employee, supplier or any person living or visiting within the area.</i>
Subject Data	<i>Images being viewed on screen whether directly from a camera or any recording medium</i>
Supervisor	<i>Person identified trained and authorised by the Scheme owners/partners with operational responsibility to ensure that the Scheme is operated in accordance with the Policy & Procedures. The supervisor will be responsible to the Control Room manager.</i>
Workstation	<i>A position established and equipped for the purpose of providing a suitable ergonomic and efficient environment for an employee to carry out duties associated with CCTV monitoring and management</i>

2. FOREWORD

This Policy Document is intended as a reference which outlines the purpose and objectives of the Caerphilly CBC CCTV Scheme, (The scheme) stating the means by which The Scheme will be operated in order to achieve planned results in such a way as to retain the confidence of all investors, stakeholders and residents within the area of operation. This Policy is based upon acknowledged 'best practice' and the means of compliance whilst condemning any deviation from the standard of management and operation aspired to.

Arguably, CCTV is one of the most powerful tools to be developed in recent years to assist with the prevention and detection of crime and enhancing community safety. Systems are now a common sight in most cities and town centres and within retail and recreational areas.

Concerns expressed as to the intrusive nature of CCTV surveillance can only be addressed if CCTV Schemes are accountable to the very people they aim to protect. The confidence of the communities the Scheme is designed to protect is paramount in the success of the Scheme; every member of the community is effectively a 'stakeholder' in the Scheme and has a right to be kept informed of the Scheme objectives and be apprised of its successes and its failures .

In the absence of statutory regulation, other than the licensing by the SIA of individuals employed within the security industry, and compliance with the specific requirements of the Data Protection Act, the adherence to existing voluntary Codes of Practice will ensure CCTV not only remains effective but also operates with the confidence and support of the communities it aims to protect.

This Policy Manual draws for its authority on current Codes of Practice and DPA (Data Protection Act) advisory publications. As a part of this commitment The Scheme maintains its registration with the office of the Data Commissioner under the Caerphilly CBC Data Protection Registration Certificate Number Z6797679 Purpose No. 9. The current Certificate of registration is due to expire on 5th June 2022

The development of a common Policy Manual allows for the review and update of policies in line with any changes to the authoritative codes on a consistent basis. It is intended for use in conjunction with detailed Procedural Manuals, which will expand on the specific means of compliance outlined within this manual in order to safeguard, as far as is reasonably practicable, the integrity of the system and any evidential data captured pursuant of its objectives. In order to ensure that **The Scheme** maintains its impact and integrity the Policy and Procedures will be reviewed on an annual basis to ensure that they maintain their objectivity and accuracy in respect of both stakeholder needs and legislative and 'best practice' requirements.

3. MISSION STATEMENT

The CCTV Scheme Owners Caerphilly County Borough Council

And the management team and all its employees are committed to achieving the objectives of the scheme by compliance with the Policies & Procedures drawn up for management of the Scheme thereby ensuring the evidential value of all data stored by the Scheme pursuant of its stated objectives whilst honouring the human rights and civil liberties of all subjects captured on CCTV.

This aim will be achieved by strict adherence to the policies of Scheme management and the application of recruiting and training procedures that will ensure the suitability of all staff to the task together with the provision of appropriate training to equip the individual for the challenges achieving a lead position in CCTV management and control.

The Scheme Owners will maintain policies and procedures to meet the requirements of

- BS 7958: 2015
- BS 10800: 2020
- BS 7858:2019
- Information Commissioners CCTV Code of Practice
- Regulation of the Investigatory Powers Act (RIPA)
- Human Rights Act
- Health & Safety at Work Act (HSW)
- Equal Opportunities Act
- Home Office Surveillance Camera Code of Practice
- Surveillance Camera Commissioners Code of Practice

Our commitment will be communicated to, and understood by all employees and stakeholders through training, newsletters and by dissemination into the public domain

We will develop and promote a culture of transparency in the management of our scheme in order to enhance the confidence of our stakeholders in the concept of CCTV surveillance and we will review our policies and objectives annually to ensure ongoing value of service.

4. STATEMENT OF UNDERTAKING

Statement of Undertaking

Policies and Procedures in Respect of the Operation of the

The Caerphilly County Borough Council CCTV System

Agreed by The Caerphilly County Borough Council

New Road
TiryBerth
Hengoed
CF82 8AU

The Policies and Procedures presented are hereby approved by the owners, partners and contributors to the CCTV Scheme and, as far as is reasonably practicable will be complied with by all who are involved in the management and operation of the System.

Signed for and on behalf of The Caerphilly County Borough Council:

Signature



Name: Jacqui Morgan

Position: Scheme Manager

Dated the 9th day of June 2021

5. INTRODUCTION & OBJECTIVES

5.1 INTRODUCTION

A Closed Circuit Television (CCTV) Scheme has been set up by the Caerphilly County Borough Council in order to offer town centre CCTV monitoring within the towns serviced by the authority. The Scheme, which is known as The Caerphilly CCTV Scheme comprises 150+ fixed and PTZ cameras installed at strategic locations, inclusive of a small number of re-deployable cameras that can be moved to varying locations. In all cases images will be relayed back to a central Control Room or secondary monitoring facility. A mobile CCTV vehicle is also available with recordings held within the vehicle. The storage medium is digital recording.

The management structure identifying ownership and key management roles is contained in **Appendix 19.A Management & Ownership Chart**

5.2 OBJECTIVES

The primary objective of the Scheme is to provide a safe environment for the benefit of those who live, work, trade, visit, serve and enjoy the facilities within the areas covered by Caerphilly County Borough Council.

The key objectives of the Scheme are:

- To preserve life and to minimise the risk and danger to the vulnerable through effective CCTV monitoring
- To assist in the detection of crime.
- To facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order.
- To assist in the restoration of tranquillity and reduction in anti-social behaviour.
- To prevent or mitigate interruptions to traffic flow (not to enforce breaches of the traffic law).
- To assist in the reduction of the fear of crime and anti-social behaviour thereby promoting the reassurance of the communities affected and promoting community regeneration throughout the region.

The Scheme specifically excludes:

- Sound recording in public places
- The use of stored images for entertainment purposes or commercial use

In pursuance of these key objectives the Scheme intends to retain all data for a maximum period of 31 days, unless identified as being of evidential value, or subject to Data Disclosure request at the end of which all stored data will be deleted by overwriting of 'hard drive' storage.

6. PURPOSE

The purpose of this policy document is to state the intention of the Scheme Owners / Partners, Caerphilly County Borough Council, and the Managers as far as reasonably practicable to support the objectives and principles of the Scheme (hereafter referred to as the Scheme).

The 'Purpose' of the Scheme and policies adopted in determining the reasons for implementing The Scheme are as previously defined in the Scheme Objectives detailed in section **5.2 Objectives**.

6.1 THE LAW

The Scheme will be operated fairly, within the applicable law, and only for the agreed purposes for which it is established, or which are subsequently agreed in accordance with the Scheme Objectives and relevant Codes of Practice and legislation.

6.2 PRIVACY

The Scheme will be operated with due regard to the principle that everyone has the right to respect for his or her private or family life. The Scheme will not be used to invade the privacy of any individual in residential, business or other private premises. Appropriate signage will be erected and displayed in all areas under direct surveillance by CCTV, unless subject of authorized covert 'directed' surveillance. The type and size of signs will comply with the recommendations of the **DPA CCTV Code of Practice** and are reproduced in **Appendix 19.B CCTV Signs**.

6.3 SCHEME BOUNDARIES

The Scheme has defined boundaries, purpose and objectives; these are established at the point of scheme inception and are reviewed / redefined at regular intervals during annual review. The Scheme Owners only can make amendments to the boundaries, purpose or objectives of the Scheme or in cases of minor changes by the Scheme Manager in such cases ratification will be obtained during the next management meeting. The Scheme Owners may draw up and publish specific and short-term key objectives based on local concerns. These objectives will be documented and reviewed at regular intervals, as well as being published in the annual report. This responsibility may be devolved to the Scheme Manager providing such changes are ratified at the next management meeting.

6.4 DATA

Only such data as is relevant to the defined objectives of the Scheme will be captured and stored. The integrity of the Scheme and the captured data will be maintained by training of Operators and regular data audits by the Scheme Manager as defined in **Procedure 03 - Training** and **Procedure 11 – Auditing**. Only such persons as are identified in **Procedure 06 – Privacy and Disclosure** will be permitted to view or be provided with copies of captured data

There is no facility for, or intention to introduce sound recording or facial recognition technology in any public place covered by the Scheme, nor is there any intention to use stored data for commercial or entertainment purposes.

6.5 PUBLIC INFORMATION

The Scheme Owners will ensure that the following information is available and within the public domain. The information shall take the form of a website that will be accessible via the main Caerphilly County Borough Council website.

- Policy Summary
- Camera Locations
- Scheme Objectives
- Complaints Procedure
- Annual Review
- The Owner and official address of the Scheme
- Contact details (i.e. control room telephone number, and / or email address)

The Owners of the Scheme have defined procedures to ensure that the security and integrity of all stored data is safeguarded and that release of data to third parties is controlled and limited to those with legitimate access, whether statutory prosecuting bodies, or under provision of the DPA. These safeguards are defined within **Procedure 06 – Privacy and Disclosure**.

The Owners of the Scheme specifically preclude the transmission or transfer of stored data outside the United Kingdom unless under exceptional circumstances and pursuant of a Police enquiry.

7. MEETINGS

7.1 ANNUAL REVIEW

To ensure that the objectivity and integrity of the Scheme is maintained it will be subject to an annual review that will be attended by the scheme Manager and the Control Room Manager.

The review will be conducted subject to a fixed agenda that will include but not be limited to the following subject headings:

- Review of the continued validity of the purpose and objectives of the Scheme
- Any changes to the boundaries and scope of the Scheme
- Review of contracts with all suppliers
- Review of the application of the DPA and any changes in legal requirements
- Review of information currently in the public domain to maintain accountability
- Review of Equal Opportunities & Health & Safety Policies
- Results of maintenance schedules and system tests
- Annual report and statistics supporting the success of the Scheme
- Review of 'RIPA authorisations and 'special' community objectives

No significant changes to The Scheme, its policy or its objectives will be made other than during the Annual Review. Any minor or operational change implemented by The Scheme Manager during the interim period will be ratified and formally adopted during such meetings. Outputs from such meetings will be compiled and disseminated to those with specific responsibility.

7.2 MONTHLY MANAGEMENT MEETINGS

Monthly management meetings attended by Scheme Manager and Control Room Manager will support such annual reviews.

Monthly meeting will be subject to a fixed agenda that will include but not be limited to:

- 3rd party data release applications
- RIPA applications and approvals from statutory bodies
- Review of internal audits
- Review of service / maintenance requirements
- Any requested variation in boundaries / scope
- Any H&S / discipline issues or HR requirements.
- Review and analysis of complaints and identification of corrective action

Monthly meetings will be minuted and minutes will be reviewed bi-annually by the full management team prior annual review.

7.3 Full Staff Meetings

- Monthly team meetings attended by the Scheme Manager, Control Room Manager and Control Room Operators will be subject to a fixed agenda that will include but will not be limited to
 - Management Updates
 - Operational issues
 - Health & Safety

Monthly meetings will be minuted and distributed to all operators.

8. PROCEDURES

The management and operation of the Scheme is controlled by documented procedures supported by controlled documents / standard forms for accurately recording each activity within the specific procedure.

Once agreed by the Scheme Manager the procedures and supporting documents can only be authorised for change or amendment by the Control Room Manager.

Copies of the Operating Procedures and controlled documents will be available in the Control Room at all times and will be endorsed by each CCTV Operator within that environment to confirm their familiarity with the contents.

An organisational chart **Appendix 19.A Management & Ownership Chart** has been drawn up for the Scheme, which illustrates the management structure together with the roles and responsibilities, devolved and retained, of each level within the structure. This is supported by a documented 'job description' for each role within the CCTV Scheme that identifies activity or role accountability for each post **Appendix 19.F Job Descriptions/Responsibilities & Competencies**.

Transportable or mobile cameras may be deployed within the area, such deployment is assessed by need identified with specific problems or 'hot spots' and are never randomly deployed. Deployment is subject to completion of a Privacy Impact Assessment and relevant request form. The use of such cameras, and data produced by virtue of their use, will always accord with the objectives of the CCTV Scheme and to be governed by the **Surveillance Camera Code of Practice and Information Commissioner CCTV Code of Practice and BS 7958**

Most of the cameras offer full colour, Pan Tilt and Zoom (PTZ) capability, some of which may automatically switch to monochrome in low light conditions, and where applicable have been programmed to pass zones of privacy. Remaining cameras will be monochrome.

None of the cameras forming part of the Scheme will be installed in a covert manner. Some of the cameras may be enclosed with 'All Weather Domes' for aesthetic or operational reasons; appropriate signs will identify the presence of all cameras, including those temporarily sited. During deployments of temporarily sited cameras a primary impact assessment will be initiated and neighbouring properties will have an opportunity to comment. Where signage is considered inadequate a 'mail drop' will be arranged throughout the target area to ensure that all those affected are aware that monitoring will take place. Mobile CCTV Vehicle camera is deployed monitoring from visible and 'signed' vans to ensure that their activities are conducted ethically as a 'high visibility' deployment.

9. AUDIT

The Scheme has undertaken to engage in annual external audit by the National Security Inspectorate to ensure the continued compliance with the **British Standard BS 7958, Information Commissionaire CCTV Code of Practice and the Surveillance Camera Code of Practice**. The Scheme has undertaken a protocol of internal auditing of critical activities as outlined in **Procedure 11 – Auditing** to ensure that ongoing integrity and accountability is not compromised.

10. ANNUAL REPORT

An annual report will be published, which will be made available within the public domain that will provide information on the operation and performance of the Scheme. As a general principle the annual report will be compiled following the annual review and will draw on the annual review to ensure that it reflects a current and objective overview of the Schemes effectiveness.

The annual report will include, but not be limited to, the following subject headings:

- a. A description of the Scheme and geographical areas and boundaries of operation
- b. The Schemes Policy Statement
- c. The purpose and scope of the Scheme
- d. Any changes to the operation or management of the Scheme which will include:
- e. Any changes that have been made to the policy
- f. Any proposals to expand or reduce the operation of the Scheme and details of any interim changes ratified during the annual review
- g. The aims and objectives for the next 12 months
- h. Statistics on the Units results and achievements based upon the defined 'success criteria' and supported by feedback from the police. Such statistics should be based upon:
 - i. Number of incidents recorded by The Scheme
 - ii. Number of incidents reported to law enforcement agencies or other relevant bodies or partners.
 - iii. An assessment, based upon statistics, of The Scheme's impact upon the levels and type of crime in the area.
 - iv. An assessment of the scheme's impact on its objectives, including
 1. The number of Privacy Impact assessments completed
 2. The number of reviews of footage by police and authorised agencies
 3. The number of incidents per camera for the previous twelve months.

11. MANAGEMENT RESPONSIBILITY

The Owners and management team acknowledges the importance of operational control and accountability at all levels within the Scheme, together with the flexibility to review and change policies and procedures in order to maintain the integrity, transparency and efficiency of the Scheme management and operations. All staff working within the CCTV environment are subject to a strict discipline code in order to maintain the integrity of the Scheme and minimise the possibility of inappropriate direct surveillance that could compromise that integrity

The Scheme Owners are committed to the principles of openness and accountability, by both DPA registration and by dissemination of information into the public domain.

Management responsibility and accountability at all levels is contained within the organisational chart at **Appendix 19.A – Organisational Chart** and in defined job descriptions. **Appendix 19.F Job Descriptions/Responsibilities & Competencies.**

12. PERSONNEL

All personnel whose employment involves, or may involve, the acquisition of information, or access to information or equipment, the improper use of which could involve a risk to the security of the organisation, any client of the organisation or any third party or stakeholder will be screened in accordance with **BS 7858** as specified in **Procedure 02 – Security Screening**.

The selection and recruitment process will be conducted in accordance with **Procedure 01 – Recruitment** and will be compliant with **Para: 5.3 of BS 10800** and with the licensing requirements of the **S.I.A.**

All staff employed within the CCTV environment will be trained in accordance with the requirements of **BS 7958**. The Scheme Owners have documented to **Appendix 19.D Training Plan** that will be applied to the existing workforce and to all newly appointed Operators / Managers prior to their deployment. Such training will be followed by a 12 week performance-monitoring plan within the CCTV environment.

Appropriate training will be provided to all managerial and administrative roles based upon a skills gap analysis evaluating current skill levels and the competency criteria incorporated within the specific role 'job description'. Any shortfall will be addressed immediately and the HR director in consultation with the individual's line manager will further evaluate training needs annually.

13. CCTV CONTROL ROOM

The Scheme is monitored and controlled from a dedicated CCTV Control Room which complies with the constructional requirements of **BS 7958** and is so constructed so that it can be secured from outside if necessary in case of emergency.

The Scheme has direct radio and telephone communications with police, in order that immediate contact can be made in emergency situations or to assist with incident management.

Access to the CCTV Control Room is strictly controlled to persons with identified need to enter in the course of their duties. All other visitors and contractors accessing the Control Room should obtain consent from the Scheme Manager and will sign a Access Control Log book (**Procedure 4.7 – Control Room**), which in turn constituted an undertaking of confidentiality.

In the normal course of events Police Officers are granted the right to enter the CCTV Control Room at any time whilst on duty, after signature of the Access Control Log book, for liaison and security purposes. This right of access is agreed by Memorandum of Understanding between the Scheme Owners and the Chief Officer of Police for the area. This agreement is subject to annual verification during the annual review.

Ergonomics and the Health & Safety of all staff employed within the Control Room environment are subject to constant review. Health & Safety surveys and risk assessments are conducted bi-annually and copies of the most recent surveys are retained within the Control Room. All Operators are afforded the opportunity to take regular breaks away from their workstations.

All staff employed in the CCTV environment will be subject to the CCBC Code of Conduct for Employee's and the Policies and Procedures that CCBC operate. All staff have, access to the required Policies and Procedures of CCBC via Human Resources Department or the CCBC internal network. The Scheme Manager will review the Health & Safety Policy on an annual basis, with advice from the Caerphilly County Borough Council Health & Safety Directorate.

14. RESPONSE

The Scheme Owners have identified the need to agree procedures as to action to be taken in the event of an incident being detected within the CCTV Control Room. This procedure, (**Procedure 5 – Response**) has been compiled and will be subject to constant evaluation at management meetings to ensure that the maximum efficiency is maintained.

Procedure 5 – Response provides suitable guidance to Operators / Manager concerning:

- Action to be taken in the event of an incident being observed
- Who should respond to any particular type of incident
- Agreed timescales for response to any given incident
- Circumstances when direct live time monitoring should take place
- When direct monitoring should cease
- When response to an incident can be considered successful

15. PRIVACY AND DISCLOSURE ISSUES

15.1 Privacy

The Scheme Owners and all its employees are committed to the principle that cameras should not be used to infringe upon the individual's right of privacy.

Wherever possible, privacy zones are programmed into the System to ensure that the interiors of private properties or any area where the occupant could reasonably expect to enjoy privacy is not surveyed by the cameras.

Operators are made aware through training, and through the Scheme discipline code that misuse of the cameras for purposes other than those for which they are intended will bring the Scheme into disrepute and could result in disciplinary, if not criminal proceedings.

Operators are aware that stored data is subject to routine and regular audit in order to confirm that any data has been captured in accordance with the Scheme objectives and is lawfully held. **Any Operator may be called upon at any time to justify their decision to capture and store data specific to any individual or incident.**

15.2 Disclosure of Data

It is a fundamental principle of the Scheme that stored data / recorded material will only be used for the purpose defined within the policy statement and scheme objectives.

The only exception to this may be on grounds of public interest or for the prevention and detection of crime. In all such cases the Data Controller will consider whether the effect of disclosure upon the individual exceeds the public interest in making such a disclosure.

The disclosure of data for entertainment and commercial purposes is prohibited unequivocally; however, The Owners / Partners have entered into an agreement with the Chief Officer of Police for third party release of data for purposes of crime prevention and detection and in some instances Police training. As a part of the agreement the Chief Officer of Police indemnifies the Scheme against any subsequent misuse of data following its release.

It will be the responsibility of the Data Controller to ensure that any release of Personal Data is appropriate, controlled and accompanied by a data release audit trail.

Procedures for release of data for reasons, and in circumstances that maintain the integrity of the Scheme are contained in **Procedure 6 - Privacy and Disclosure.**

15.3 Subject Access Disclosure

The Data Controller is responsible for management of subject access disclosure under the provisions of The Data Protection Act. He / she will ensure that in all circumstances disclosure is only made of data pertinent to the search and that the applicant has provided accurate information relative to the search. All requests are managed by the CCBC Information Unit who will request the data from the Control Room Manager.

Data will only be provided to the individual for viewing in a controlled environment outside the confines of the CCTV remote monitoring centre and after any additional images of other individuals have been obscured.

Any data released to the media or any third party will be accompanied by a data release document that clearly states the purpose of the release and the limitations of what that data will be used for. The release form will also indemnify the Scheme against any subsequent misuse of data contrary to the stated purpose for release.

Procedures for subject access disclosure are contained in **Procedure 6 – Privacy and Disclosure.**

16. RECORDED MATERIAL MANAGEMENT

16.1 Guiding Principles

For the purposes of this Policy 'recorded material' means any material recorded by, or as the result of, technical equipment which forms part of the System, but specifically includes images recorded digitally, including still prints.

The Scheme will ensure that all material, both recorded data and recording medium will be of the highest quality achievable as every recording used in pursuant of the Scheme has the potential of containing material that has to be admitted in evidence at some point during its life span. It is therefore critical to maintain total integrity and transparency in the management of both the recording medium and the capture of data. To this end audit trails are established and followed at all times to ensure the continuity essential to achieve evidential integrity of all date.

To ensure the quality of the recording medium, and that recorded information will meet the criteria outlined by current Home Office guidelines, the only recording medium to be used by the Scheme are those which have been specifically provided by the owners in accordance with the Procedural Manual.

Members of the community must have total confidence that information recorded about their ordinary every day activities by virtue of the system, will be treated with due regard to their individual right to respect for their private and family life and that stored data will be subject to appropriate security measures to ensure that no abuse is possible by way of unauthorised access alteration, disclosure or destruction.

It is therefore of paramount importance that every recording medium and recorded image is treated strictly in accordance with this Policy and the Procedural Manual from the moment it is delivered to the monitoring room until its final destruction. Therefore, every movement and usage will be meticulously recorded.

Access to, and the use of, recorded material will be strictly for the purposes defined in this Code of Practice.

Recorded material will not be copied, sold, otherwise released or used for commercial purposes or for the provision of entertainment.

Hard copy prints will be regarded with the same level of security as any other stored data. Copies will not be routinely made or distributed. The same criteria for release will apply as to other forms of data and both the maker and recipient of a hard copy print will be accountable for its existence, use and ultimate destruction.

16.2 Disclosure of Data

Every request for the release of personal data generated by the CCTV Scheme, other than requests by Police Officers will be channelled through the Scheme Manager. The Scheme Manger will ensure the principles contained within this Code of Practice and the associated Procedures are followed at all times.

In complying with these Policies and Procedures for the release of data to third parties it is intended, as far as reasonably practicable, to safeguard the individual's rights to privacy and to give effect to the following principles:

- Recorded material shall be processed lawfully and fairly, and used only for the purposes defined in this Code of Practice;
- Access to recorded material will only take place in accordance with the standards outlined in **BS 7958** and the Information Commissioners guidelines under the **Data Protection Act**, which are encapsulated within this Code of Practice;

The release or disclosure of data for commercial or entertainment purposes is specifically prohibited.

Members of the police service or other prosecuting agencies having a statutory authority to investigate and / or prosecute offences may, subject to compliance with documented Procedures, release details of recorded information to the media only in an effort to identify alleged offenders or potential witnesses. Under such circumstances, full details will be recorded in accordance with the Procedural Manual.

Note: Release to the media of recorded information, in whatever format, which may be part of a current investigation would be covered by the Police and Criminal Evidence Act, 1984. Any such disclosure should only be made after due consideration of the likely impact on a criminal trial. Full details of any media coverage must be recorded and brought to the attention of both the prosecutor and the defence.

If material is to be shown to witnesses, including police officers, for the purpose of obtaining identification evidence, it must be shown in accordance with the Policy and the Procedures Manual.

It may be beneficial to make use of 'real' CCTV footage for the training and education of those involved in the operation and management of CCTV systems, and for those involved in the investigation, prevention and detection of crime. Any material recorded by virtue of this CCTV system will only be used for such bona fide training and education purposes.

16.3 Recorded Data – Retention

All recorded data will be retained for a maximum period of 31 days before reuse of the recording medium, by over righting in respect of hard drive.

Data, which is originally recorded on hard drives may be transferred to another medium and retained as above.

Hard drive recorders are not suitable for removing. If the whole data contained on such a medium is required for investigative use then a direct copy image must be carried out.

16.4 Recorded medium Register

Each recording medium will have a unique reference number and tracking record appropriate to the nature of the recording medium, which will be retained for at least seven years after the destruction of that recording medium.

16.5 Recording Policy

Subject to the equipment functioning correctly, images from every camera will be recorded directly onto a secure hard drive. Images from all cameras will be recorded in real time.

16.6 Evidential Material for Police Use

It is the responsibility of the Police to manage the gathering and storage of recorded evidence to aid the prosecution of offenders, retention of that material until the case, or until the expiry of statutory time limits allowed for appeal. Both master and working copies of evidential data will be handed to the police thus terminating any responsibility for storage on the part of The Scheme.

17: I.T. Security and System Resilience

17.1 I.T. Security

The Public Sector Broadband Aggregation (PSBA) network is an all-wales Wide Area Network (WAN) used by public Service bodies (i.e. Local Authorities, Higher Education / Further Education colleges, Fire/ambulance/police services, Health Boards etc.) across Wales. PSBA provides a mixture of secured private connections and public services shared connections across the WAN. Security is ensured using a combination of (Virtual Routing and Forwarding (VRF), access lists and firewall technologies.

The CCBC CCTV traffic has been routed through a private VRF within the subset of CCBC VRF's. Only CCTV traffic traverses this VRF, it is not accessible via public (internet) connections or CCBC Corporate connections. Dedicated switches have been provided into which the CCTV equipment is connected, and a dedicated port on the PSBA Layer 3 device has been allocated for the WAN connection.

In the Tir y berth Control Centre the CCTV monitoring equipment has a link into the CCTV VRF and access to the CCTV equipment is established via this link.

The analogue communication channel from cameras to Video Management Software (VMS) system has been upgraded by encoding CCTV images to IP protocol locally at the camera with use of Axis encoders. A video encoder is the bridge between an analogue CCTV system and a network video system, thereby prolonging the operability of legacy systems.

Upgraded layer 2 flat network at the control room by designing and implementing layer 3 fully managed network according to Cyber Essentials.

Network has been designed using Virtual Local area networks (Vlans), structured IP scheme and Access Control lists (ACLs) providing fully scalable secured IP network infrastructure.

Cisco catalyst 3750 switches secured by applying security measures on device management and control plane. i.e. Username and passwords, ACLs.

Cisco Adaptive Security Appliance 5506 has been used in line with internet within the network infrastructure providing extra network security.

Implementation of a domain controller with Active Directory service implemented.

Implemented MacAfee End Point protection (antivirus) on all of the windows devices to protect from harmful attacks.

17.2 System Resilience

- **Operating System**

Synectic Synergy Pro operating system is a closed network with the 4 client stations linked together. System does not link into the CCBC I.T. network so no external access is possible.

System is located in a secure Control room with controlled access to the control room. Synetics operating system is also password controlled. Operators have no facility to remove any CCTV footage from the system.

- **Recording System**

All recordings on the Synetics system are held on PSN's (Primary Storage Nodes) which consist of either 6 or 12 hard drive discs forming a RAID (redundant array of independent disks) which is a data storage virtualization technology that combines multiple physical disk drive components into a single logical unit for the purposes of data redundancy, performance improvement, or both.

This allows for the failure of either 1 or 2 drives dependant on size of array, without the loss of any CCTV footage. Synergy Pro system is also set to alert operators to any issues with the RAID array allowing faults to be reported immediately.

- **Maintenance**

Maintenance contract in place allowing for 2 service visits per year plus 24hr response for any faults.

18. DOCUMENTATION

Identification prefix, issue number and date of issue control all documents and forms used in the management of the Scheme and to ensure its ongoing integrity.

The register of controlled documents can be found in **Register Of Controlled Documents**.

The Scheme Manager is responsible for document control as specified in **Procedure 10 - Document Control**.

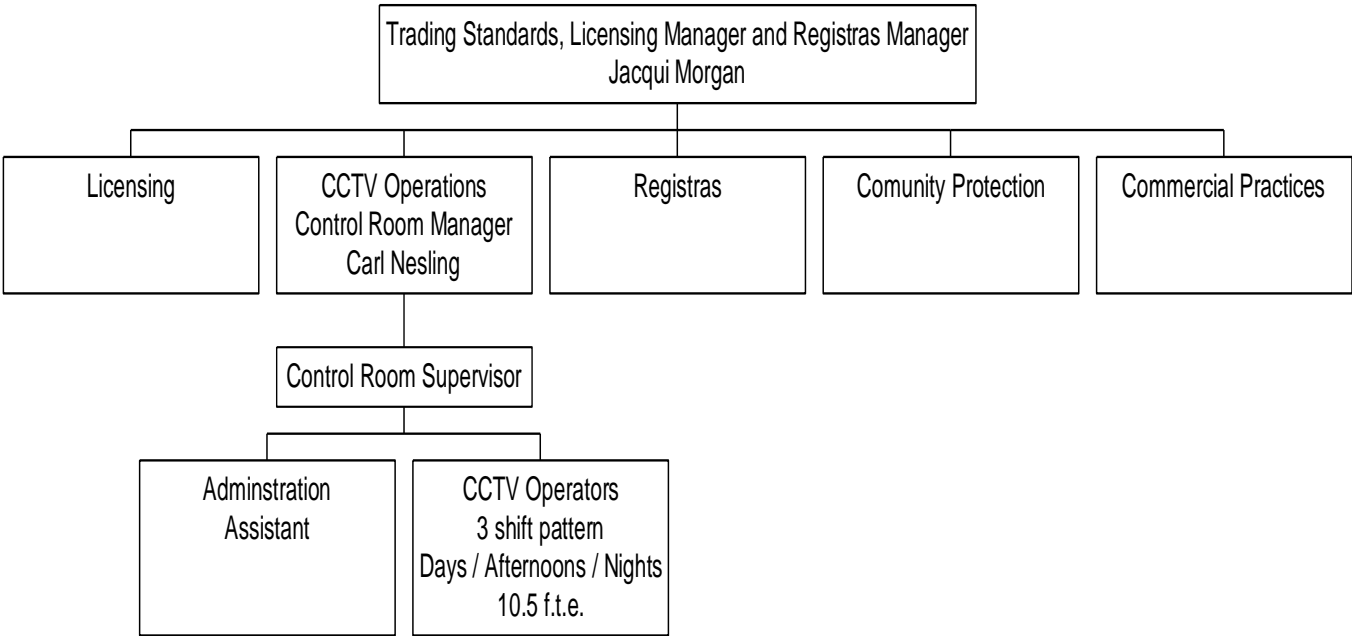
Controllers will ensure via a computerised Management system for each workstation an accurate record is maintained of the times of monitoring, details of the Operator and the cameras being monitored. This record will include an accurate record of all incidents where recording takes place, routine camera patrols and the identification of any instances where 'privacy zones' have been compromised.

19. Appendices

- A Management & Ownership Chart
- B CCTV Signage
- C Public Information Brochure
- D Training policy
- E Equal Opportunities Policy
- F Job Descriptions/Responsibilities & Competencies
- G Camera Numbers & Locations
- H Register of Controlled Documents
- I Amendment Control Sheet

19. A Management & Ownership Chart

ORGANISATIONAL STRUCTURE





**CCTV Images are recorded for the purpose
of Crime Prevention and Community Safety**

For a copy of the scheme objectives, please contact the
scheme operator or visit your.caerphilly.gov.uk/saferccb

**Caiff delweddau TCC eu recordio er pwrpasau
Atal Trosedd a Diogelwch Cymunedol**

I dderbyn copi o amcanion y cynllun, cysylltwch â pherchennog
y system neu ewch i your.caerphilly.gov.uk/saferccb

01443 815588

Scheme Operator: **Safer Caerphilly County Borough**
Gweithredwr Cynllun: **Bwrdeistref Sirol Caerffili Saftoch**



19.C Public Information Brochure

**The CCTV Scheme Owners
Of
Caerphilly County Borough Council CCTV Scheme
TiryBerth, Hengoed, CF82 8NR**

MISSION STATEMENT

The owners, the management team and all its employees are committed to achieving the objectives of the Safer Caerphilly Delivery Group by compliance with the Policies & Procedures drawn up for management of the scheme thereby ensuring the evidential value of all data stored by the scheme pursuant of its stated objectives whilst honouring the human rights and civil liberties of all subjects captured on CCTV.

This aim will be achieved by strict adherence to the policies of scheme management and the application of recruiting and training procedures that will ensure the suitability of all staff to the task together with the provision of appropriate training to equip the individual for the challenges achieving a lead position in CCTV management and control.

Our commitment will be communicated to and understood by all employees and stakeholders through training, newsletters and by dissemination into the public domain

We will develop and promote a culture of transparency in the management of our scheme in order to enhance the confidence of our stakeholders in the concept of CCTV surveillance and we will review our policies and objectives annually to ensure ongoing value of service.

SCHEME OBJECTIVES

The primary objective of the Scheme is to provide a safe environment for the benefit of those who live, work, trade, visit, serve and enjoy the facilities within the areas covered by Caerphilly County Borough Council.

The key objectives of the Scheme are:

- To preserve life and to minimise the risk and danger to the vulnerable through effective CCTV monitoring
- To assist in the detection of crime.
- To facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order.
- To assist in the restoration of tranquillity and reduction in anti-social behaviour.
- To prevent or mitigate interruptions to traffic flow (not to enforce breaches of the traffic law).
- To assist in the reduction of the fear of crime and anti-social behaviour thereby promoting the reassurance of the communities affected and promoting community regeneration throughout the region.

COMPLAINTS POLICY

- 1. It is the policy of Caerphilly CCTV Scheme to ensure that all activities pursuant of the scheme purpose and objectives shall be conducted in such a manner as to be totally transparent to all stakeholders and that the scheme shall be answerable for any deviation from or failure to achieve those defined objectives**
- 2. The scheme will be operated fairly, within the applicable law, and only for the defined purpose for which it was established or which are subsequently agreed in accordance with the Scheme Objectives and relevant Codes of Practice and current legislation.**
- 3. The scheme will be operated with due regard to the principle that everyone has a right to respect for his or her private or family life and the scheme will not be used to invade the privacy of any individual.**
- 5. Appropriate signage will be erected in all areas where surveillance by CCTV is in operation in order to ensure that the individual is made aware that they may be subject to direct surveillance**
- 6. Any individual who may be considered a stakeholder of the scheme has the right to lodge a complaint against the scheme based upon their dissatisfaction, perceived or real, of the objectives, operation or management of the scheme.**
- 7. The complaints procedure and relevant contact details will be made publically available by means of the Caerphilly County Borough Council website.**
- 8. Caerphilly County Borough Council undertake to observe the confidentiality of any such complainant whilst causing the complaint to be fully investigated with objectivity and impartiality. In the event that the complainant is dissatisfied with the outcome then the complaint shall be made subject to external review.**
- 9. The owners/partners of the scheme are committed to the maintenance of stakeholder confidence in the scheme by maintaining an atmosphere of approachability, accountability and transparency in all main and support activities associated with the scheme.**
- 10. The means by which this policy will be implemented has been documented in a procedure against which the scheme will be subject to regular audits to ensure its ongoing compliance.**

HOW TO MAKE A COMPLAINT ABOUT THE SCHEME

To make a complaint about the Caerphilly CCTV Scheme or to seek further information about the management or objectives of the Scheme either telephone the number stated below or please contact the following persons either by phone or post.

Name: Scheme Manager
Address: Penallta House
Tredomen Park
Ystrad Mynach
Hengoed
CF82 7PG

Telephone number: 01443 815588

Or

Name: Control Room Manager
Address: Tiryberth Depot
New Road
Tiryberth
Hengoed
CF82 8NR

Telephone number: 01443 873770

Should you have a complaint regarding the use of the Public Open Space CCTV system that relates to data protection or a breach, further information on how to make a complaint can be found below:

Data Protection Complaints (CCBC website)

Should you have a complaint about the actions of a member of staff please follow the Authority's Corporate Complaints Procedures. Further information can be found at: -

Corporate Complaints (CCBC website)

19.D Training Policy

19.1 Introduction

It is accepted that training is one of the most important elements of any established CCTV Scheme that has the intention of formalising its procedures to comply with Industry/SIA requirements or to aspire to compliance with the Quality Standard BS EN ISO 9001: 2008. Such Schemes will have benefit of an existing workforce with a wide range of skills and who can evidence their competence in the management and operation of their respective scheme.

Being mindful of this fact, together with the cost implications and frustrations involved in discounting all previous training, the purpose of this Training Plan is to formalise a means by which staff can build upon previous training and experience to maximise their full potential and to reach the required evidential training standard without imposing a denigrating or onerous regime upon the individual or the scheme owners/partners.

19.2 Induction Training

The scheme owners/partners have a responsibility to ensure that all staff employed by the scheme has had benefit of induction training in matters relating to conditions of employment and the Scheme procedures. In the minority of instances where existing employees have not, as a precursor to their employment, received such an input Induction Training will be provided retrospectively. In the case of new employees Induction Training will precede their operational deployment.

Whilst it is accepted that best practice dictates that Induction Training has been provided to staff at the commencement of their period of employment, it does not necessarily follow that a record of such training has been completed and that documented evidence can be found in the individuals personnel file.

Should this be the case it is the responsibility of the scheme owners/partners to ensure, either by retrospective completion of training records (providing employment is recent enough to render retrospective completion practical or ethical), or by re-training is included in the Personnel Files of all its employees. Such training will satisfy the requirements of Para: 5.3 of BS 7858 and will include but not be limited to:

- Terms & Conditions of Employment
- Health & Safety requirements of both the employee and the organisation
- Introduction to 'on-site' working conditions
- Introduction to The System in operation
- Introduction to the areas of operation
- The organisation's commitment to career development and progression to recognised qualifications through additional training
- The discipline code and policy
- Equal opportunities/anti-discrimination policy

Many of these issues will be contained within the Induction Checklist to be completed as part of the probation period of Employment..

19.3 Basic Job Training

a. General

To satisfy Industry standards prescribed by BS 7958 and the requirements of the SIA Specification for Core Competency Training and Qualification for the CCTV Operator all staff employed operationally within the CCTV environment must be able to evidence that they have had benefit of Basic Job Training as prescribed Procedure: 03 Training.

Evidence of such training can only be established by documented records of training that are acceptable to external verification either in its entirety or in specific core competencies contained within the Basic Job Training course.

In the event that new appointees to relevant employment are either not holders of an S.I.A. Front Line Licence, or that the training received was not specific to CCTV operation then they will be required to undergo 'off-site' Basic Training as specified by the **S.I.A.** and **BS 7958** before operational deployment, unless the exemptions outlined in **Para: 18.4.3.b** apply.

b. Exemptions

In addition to the exceptions specified in **Para: 3.3.5** of **Procedure 03**, CCTV operators and managers who are 'in post' at the time of the scheme's transition to Industry/**S.I.A.** compliance may have sought exemption from any or all of the core competency training requirements if they can either:

- a) Provide documented evidence of an equivalent or higher qualification awarded by a Qualification and Curriculum Authority approved awarding body
or
- b) Evidence through external verification approved by SIA and a Qualification and Curriculum Authority approved training provider based upon gap analysis of core competencies and on-job assessment of competency in those areas identified as requiring such verification.
or
- c) Following a gap analysis there is an identified lack in identified core competencies that is agreed should be dealt with by way of instruction drawn from modules contained within the basic job training curriculum.

Such exemptions may still apply to new employees transferring to relevant employment from an associated activity or entering relevant employment from overseas where training requirements may vary.

In all cases records should be retained and made available for internal and external audit that will provide evidence that any employee has the basic core competency skills relevant to their role within the CCTV scheme.

Core competencies will include but not be limited to:

- Generic use of CCTV monitoring equipment (Specific systems requirements will also be addressed in both Induction Training and Competency Assessment)
- Management, handling and storage of recorded material
- Capture of evidentially viable images
- Privacy and data disclosure protocols
- Legislation relevant to the CCTV environment

c. Assessment of Competence

Assessment of competence is relevant within the context of this Training Plan in two distinct ways.

New transferees to relevant employment who have had benefit of previous training but undertake core competency training as a result of gap analysis would be subject to an on job assessment of competence to verify the trainees understanding of that training. The duration of such an assessment should be agreed pro-rata on the standard 12twelve week assessment which would be undertaken following the full training course to new employees in relevant employment.

All new appointees to the CCTV environment after having undertaken off-site basic training will undergo a full 12twelve week on site assessment of competence, which will be activity based and focused upon, as a minimum the following:

- The systems and operations current to the Scheme
- Knowledge of the areas covered and the scope and location of cameras including conduct or routine camera patrols
- Aspects of the management of recorded material, including handling and storage of evidential data specific to the Scheme
- Documentation used to record the management of activities
- The management structure including responsibilities associated with each level

19.4 Supervisory/Management Training

It is of equal importance at any stage of the scheme's operation to be in a position to evidence that supervisors and managers have attained the identified skills associated with their specific role within the organisation.

In order to achieve this the scheme owner/partners should ensure that all supervisors and managers whose duties include operational control of the Scheme are holders of a Front Line **S.I.A.** Licence and have undergone training as identified in **Section 18.4.3. & 18.4.4.** In addition supervisors and managers will undertake additional training specific to their supervisory/management role and identified in their individual 'Job Description'.

Those promoted to supervisory/management roles within relevant employment will undergo a gap analysis against the identified core competencies and will undertake modular training in respect of any identified shortfall.

New supervisory/management appointees will undertake basic job training equivalent to that undertaken by operators but will then undergo additional training specific to their position before taking on an operational responsibility commensurate with their role.

Any shortfall in relevant competencies will be made subject of a Training Action Plan and will be addressed within the first three months of appointment.

INDUCTION CHECKLIST – PC USER

All of the activities covered must be included in the induction programme for an individual if they are applicable.

Employee Name:		Employee Number:	
Location:		Post:	
Date of Commencement:		Grade:	

FIRST DAY / DAYS		
ACTIVITY	DATE COMPLETED	COMMENTS
Personal Information and Welcome Initial greeting and introduction to induction programme from line manager		
Explanation of the use of the checklist		
Introduction to team members		
Tour of the workplace and relevant procedures explained including: <ul style="list-style-type: none"> • Fire evacuation procedures • Location of fire extinguishers • First Aid arrangements • Location of toilet facilities • No Smoking Policy • Location of kitchen / restaurant facilities • Any car parking arrangements • Identity card issued • Security arrangements explained 		

FIRST DAY / DAYS		
ACTIVITY	DATE COMPLETED	COMMENTS
<p>Health and Safety information issued</p> <p>Employers Health and Safety obligations</p> <p>Employee's health and safety obligations including:</p> <ul style="list-style-type: none"> • Safe use of equipment • Following safe systems of work • Safe use of personal protection equipment • Taking care of self and others • Job specific risk assessments and Risk Assessment Policy • Accident / Incident Reporting and Investigation Policy • Accessing health and safety information • Health and Safety Division <p>Health and Safety Policies and Management Arrangements</p> <ul style="list-style-type: none"> • Corporate Health and Safety Policy • Employee Wellbeing • Violence at Work • Display Screen Equipment Policy <p>Job Specific Health and Safety Policies (e.g. Control of Substances Hazardous to Health, Corporate Asbestos Management Plan, Lone Working, Noise at Work, Manual Handling Policy)</p> <p>Any queries from employee addressed</p>		
<p>Introduction to Work Area</p> <ul style="list-style-type: none"> • Allocation of work related equipment (e.g. workstation, tools, PPE, equipment, PC etc.) and training on their use • Location of telephones / printers / photocopiers and 		

FIRST DAY / DAYS		
ACTIVITY	DATE COMPLETED	COMMENTS
training given on their use <ul style="list-style-type: none"> • Mail distribution and collection • Any special requirements identified (e.g. reasonable adjustments) 		
Introduction to Employment Brief and initial explanation of Terms and Conditions of employment. <ul style="list-style-type: none"> • Hours of work, including flexible working arrangements, rotas etc • Flexi system procedure (<i>where applicable</i>) • Probationary procedure explained (<i>if applicable</i>) Overview of role and responsibilities Allocation of initial work plan		
Human Resources Policies and Procedures Paper copies provided of: <ul style="list-style-type: none"> • Managing Sickness Absence Procedure • Disciplinary Procedure • Grievance Procedure • Equal Opportunities Policy Statement • Code of Conduct <ul style="list-style-type: none"> ○ Up-date Register of Employee Interests Corporate and Directorate working practices explained (including confidentiality and any rules on personal appearance, etc.)		
Information governance Protecting Information elearning for all PC users completed Paper copies provided of: <ul style="list-style-type: none"> • Data Protection Act (DPA) Staff Leaflet • Data Protection Policy • Procedure for reporting breaches or potential breaches of the DPA 		

FIRST DAY / DAYS		
ACTIVITY	DATE COMPLETED	COMMENTS
<ul style="list-style-type: none"> • Handling Requests Guidance • Policy on unpublished information • Staff Leaflets on FOI and EIR • Record Retention and Disposal Policy 		
Employee signed Code of Conduct and Data Protection Acknowledgement form and forwarded to HR		
IT Systems <ul style="list-style-type: none"> • Use of Intranet / Internet • Use of Email • Relevant systems / databases and training arranged where necessary (e.g. OLAS, I-Trent, Proactis) 		
Protection of Vulnerable Adults / Safeguarding of Children & Young People <ul style="list-style-type: none"> • Employee role and responsibilities • Where to get advice and guidance • How to report a concern • Training needs • Relevant Codes of Practice / Induction Frameworks for Social Care Staff (<i>if applicable</i>) 		
The following appointments have been arranged for you to meet with relevant colleagues		
Name	Date / Time	Location

FIRST DAY / DAYS

Manager and Employee Signoff

The manager and employee should sign once all sections are completed:

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

Please forward to the Employee Service Centre, Human Resources, Penallta House for retention on the employee's personal file

INDUCTION CHECKLIST – PC USER

Employee Name:		Employee Number:	
Location:		Post:	
Date of Commencement:		Grade:	

WEEK ONE		
ACTIVITY	DATE COMPLETED	COMMENTS
<p>Introduction to Council/Service Area/Department</p> <p>Mission statement of service area</p> <p>Aims of the service</p> <p>Introduction to the Council's Constitution</p> <ul style="list-style-type: none"> The role of members and how the Council operates How decisions are made Part 1: Summary and Explanation of Constitution provided to employee Employee referred to relevant sections of the Constitution <p>(Information available from the Constitution page of CCBC's website)</p> <p>Equalities and Welsh Language</p> <p>Paper copies of relevant policies provided where new staff member does not have access to electronic copies on the Portal</p>		
<p>Employment matters</p> <p>Ensure employee has provided all necessary documentation needed to complete the appointment</p>		

WEEK ONE		
ACTIVITY	DATE COMPLETED	COMMENTS
process to Human Resources Salary payment and procedures (e.g. completion of timesheets, pay dates) Local Government Pension Scheme Annual leave arrangements Sickness notification requirements Occupational Health / Physio Service Care First		
Health and Safety training needs identified Display Screen Assessment Completed Role specific health and safety training completed		
Check work plan is progressing satisfactorily		
Department specific induction requirements (<i>complete as necessary</i>): <ul style="list-style-type: none"> • • • • 		
Further action:		

WEEK ONE	
Manager and Employee Signoff	
The manager and employee should sign once all sections are completed:	
Employee Signature: _____	Date: _____
Manager Signature: _____	Date: _____

Please forward to the Employee Service Centre, Human Resources, Penallta House for retention on the employee's personal file

INDUCTION CHECKLIST – PC USER

Employee Name:		Employee Number:	
Location:		Post:	
Date of Commencement:		Grade:	
MONTH ONE			
ACTIVITY	DATE COMPLETED	COMMENTS	
121 meeting to discuss: <ul style="list-style-type: none"> Performance Workload Personal development Support needs Probation period reviewed and any concerns from manager and / or employee discussed and noted (<i>if applicable</i>) Key policies and procedures understood and any queries / concerns addressed Meeting noted using PDR – 121 Meeting Form 			
Employee understands their responsibilities			
Employee is made aware of the learning and development opportunities available and their training needs are assessed Initial Health and Safety training completed			
Performance Development Review The Scheme is explained to the employee Employee's part in the Performance Development Review is explained			

Employee aware of how to sign up to Text Messaging Service		
Employee aware of services that can be accessed including libraries and leisure centres by registering their Staff ID Smart Card with the Smart Card Team		
Further department specific induction requirements:		
Further action:		
Manager and Employee Signoff		
The manager and employee should sign once all sections are completed:		
Employee Signature: _____	Date: _____	
Manager Signature: _____	Date: _____	

Please forward to the Employee Service Centre, Human Resources, Penallta House for retention on the employee's personal file

INDUCTION CHECKLIST – PC USER

Employee Name:		Employee Number:	
Location:		Post:	
Date of Commencement:		Grade:	

MONTH THREE		
ACTIVITY	DATE COMPLETED	COMMENTS
121 meeting to discuss: <ul style="list-style-type: none"> Performance Workload Targets Personal development Support needs Health and Safety obligations and requirements Probation period reviewed and any concerns from manager and / or employee discussed and noted and raised with Human Resources (<i>if applicable</i>) Meeting noted using PDR – 121 Meeting Form 		
Induction process to date reviewed and outstanding items identified Employee queries identified and addressed		
Employee issued with Evaluation Questionnaire		

MONTH THREE	
Further department specific induction requirements:	
Further action:	
Manager and Employee Signoff	
The manager and employee should sign once all sections are completed:	
Employee Signature: _____	Date: _____
Manager Signature: _____	Date: _____

Please forward to the Employee Service Centre, Human Resources, Penallta House for retention on the employee's personal file

INDUCTION CHECKLIST – PC USER

Employee Name:		Employee Number:	
Location:		Post:	
Date of Commencement:		Grade:	



MONTH SIX

ACTIVITY	DATE COMPLETED	COMMENTS
Job progress monitored and employee provided feedback and given the opportunity to raise any areas of concern		
End of induction process finalised and checking all elements and issues have or are being dealt with		
Performance Development Review date arranged		
Employee Evaluation Questionnaire completed and outstanding issues dealt with		
Manager and Employee Signoff		
Signing off meeting arranged to: <ul style="list-style-type: none"> Acknowledge and discuss achievements 6 month probationary period completed satisfactorily or extended 		
Probationary Period (if applicable)		
Satisfactory probationary period completed	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
EXTENSION OF PROBATIONARY PERIOD TO (IF ANSWERED 'NO' TO THE ABOVE):		

MONTH SIX	
REASONS FOR EXTENSION OF PROBATIONARY PERIOD (IF ANSWERED 'NO' TO THE ABOVE): <i>Any extension should be discussed with Human Resources</i>	
The manager and employee should sign once all sections are completed:	
Employee Signature: _____	Date: _____
Manager Signature: _____	Date: _____

Please forward to the Employee Service Centre, Human Resources, Penallta House for retention on the employee's personal file

EMPLOYEE INDUCTION EVALUATION FORM

This form is designed to gather **your views** on how effective your induction has been. We would be grateful if you could complete this form and return it to the Employee Service Centre, Human Resources, Penallta House.

This information will be treated in the strictest confidence and will only be used for the purposes of improving induction within Caerphilly County Borough Council.

Name: _____

Post: _____
Employee _____
Number: _____

Directorate: _____

Department: _____

Please tick the relevant box and provide further information as requested.

1a. Did you receive a departmental induction led by your line manager/supervisor or their representative?

YES ☐ NO ☐

1b. Was the information provided in the departmental induction adequate?

YES ☐ NO ☐

If "No", please provide further information:

2. Did you complete an Induction Checklist with your manager?

YES ☐ NO ☐



If “No” please provide further information:

3. Within the induction Checklist did you receive adequate information on the following?

Your Work/job YES ☐ NO ☐

Terms & Conditions of service YES ☐ NO ☐

Health and Safety YES ☐ NO ☐

Policies and procedures YES ☐ NO ☐

Following the completion of the Induction process:

4. Do you feel that you have a basic understanding of the role of Caerphilly County Borough Council?

YES ☐ NO ☐

5. Do you feel that your role within the organisation has been clearly explained to you?

YES ☐ NO ☐

If “No”, please provide further information:

6. What aspect of the induction process do you feel benefited you the most and why?

7. What areas could be developed or improved within the induction process?

8. Any additional comments.

Signed: _____ **Date:** _____

Thank you for completing the form.

**PLEASE FORWARD TO THE EMPLOYEE SERVICE CENTRE, HUMAN RESOURCES, PENALLTA HOUSE FOR
RETENTION ON YOUR PERSONAL FILE**

19.E Equal Opportunities Policy

Caerphilly CCTV Scheme is an equal opportunities organisation committed to compliance with existing legislation governing all areas of employment. Its priority and commitment is to the appointment of staff at all levels based upon their suitability and experience without consideration of age, disability, sex, marital status, ethnic origin, religion or sexual persuasion. Throughout this policy anyone falling within the above identifying factors will be referred to as members of an 'at risk' group, purely for purposes of brevity and clarity.

The Scheme owners have undertaken to oversee and to implement this policy and to apply it to all aspects of the organisation's activities. This policy will be reviewed annually in line with Annual reviews of the Scheme.

A copy of this policy will be communicated to all staff via the CCBC intranet portal and will be provided to all prospective employees as an integral part of their interview/induction process. A copy will also be contained within the Scheme's Policy manual.

The application and implementation of this Equal Opportunities Policy will be included within induction training to all new employees and will be re-enforced during all refresher and remedial training inputs.

The Equal Opportunities Policy will form an integral part of employment and in that context will be intrinsically linked to the Scheme Disciplinary and Grievance procedures. Any breach of those grievance or disciplinary procedures will lead to positive and punitive action against the transgressor up to and including dismissal. All employees leaving the organisation will undergo an exit interview which will include not only their reasons for leaving but statistical consideration as to their affiliations or origins with any 'at risk' group. These results will be subject to ongoing analysis by the Community Safety Manager.

As a part of the commitment of the Scheme owners to the application of this Equal Opportunities policy all key members of the management team whose status within the organisation places them in a position to exercise a positive or negative impact upon this policy will receive specific input from the Head of Workforce and Organisational Development in the fair and open application of this policy to ensure that no new or existing employee is advantaged or disadvantaged by virtue of his or her affiliation or association with any identified 'at risk' group. All such members of the management team will be held personally responsible for any decision that may adversely affect any member of an identified 'at risk' group and may be called upon to justify any decision that could be construed as adversely affecting any such employee or potential employee in decisions effecting their employment or potential employment.

It is part of the Scheme's commitment to the application of its Equal Opportunities policy that no-one within any identified 'at risk' group will be excluded from employment, promotion and enhancement of their current employment status. Although the Scheme owners have a policy of internal career development that development shall include anyone within any identified 'at risk' group. The only overriding requirement being the ability to maintain the Scheme's commitment to ensuring that all its staff are physically able to cope with the demanding environment when considering operational deployment and the organisation's legal obligation to ensure the health and Safety of its employees within the operational workplace.

All employees and prospective employees will be required to complete an Equal Opportunities Monitoring Form before initial selection or selection for advancement. This form will not be available to the interview or assessment panel but will be confidential to the Human Resources Department for monitoring purposes only. All employees will be encouraged to seek and achieve advancement within the Scheme to a level commensurate with their skills and abilities. By this means the Scheme owners will ensure that selection of initial appointees or career development will be conducted without bias.

Wherever possible the Scheme owners will consider the needs of its employees by adopting a flexible approach to working hours and working practices, this consideration will be overridden only if such consideration is in direct conflict with the quality of service delivery provided to our customers or imposes an unrealistic burden upon the management of the Scheme.

The Scheme owners recruit from a wide spectrum of ethnic and religious groups; the organisation is committed to continuing with this recruitment policy and encourages all its employees to advance within the organisation by the application of its training and employee review protocol contained within Mission Statement. However, this commitment will extend to ensuring that gender, age and sexual persuasion are considered in the same positive way.

This Policy is approved by the Chief Executive of Caerphilly County Borough Council (The Owners) and will be applied and monitored by him and any questions concerning this policy should be directed to him personally or in his absence the Data Controller of the Scheme

Signed: 

Scheme Manager: Jacquie Morgan

Date of issue: 9/06/21

19.F

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Trading Standards, Licensing and Registration Manager
Job Evaluation ID:	
Grade:	
Directorate:	Communities
Division:	Public Protection
Section:	Trading Standards, Licensing, and Registration
Location:	Ty Penallta
Responsible to:	Head of Public Protection

1.1. JOB PURPOSE

To lead and manage Trading Standards, Licensing, Registration, and CCTV Control Room services and take strategic and operational responsibility for service delivery and performance in the context of the service plan.

1.2. KEY RESULT AREAS

Actively lead, guide, and direct the Trading Standards, Licensing, Registration, and CCTV Control Room services to achieve exemplary levels of service delivery.

Protect the public, and consumer and business interests through proportionate and targeted enforcement, education and advice and delivery of protective services that safeguard public health and safety and promote a fair trading environment.

Ensure delivery of professional and personal services that provide opportunities to commemorate life events and promote and celebrate citizenship in the community.

DETAILED TASK PROFILE

Lead, motivate and develop the Trading Standards, Licensing, Registration, and CCTV Control Room services including full line management responsibilities, encouraging teamwork, partnership working, excellent communication and effective employee development.

Manage the administration and enforcement of all relevant legislation in respect of, all trading standards and licensing matters.

Act as Disclosure Officer for Trading Standards Prosecutions.

Ensure the supervision, examination and processing of all licensing and Registration matters is undertaken in compliance with legislation, guidance and Council Policies.

Contribute to the Community Safety Partnership and Crime and Disorder Act duties by overseeing a comprehensive strategy for the deployment, management and monitoring of Public Open Space CCTV system. Ensure that the CCTV system is operated fairly and in line with the agreed purposes in accordance with the scheme objectives, relevant codes of practice, competency standards and legislation, in particular the Data Protection and Human Rights Acts.

Act as the Proper Officer for Registration.

Act as the Chief Inspector of Weights and Measures for the Authority and undertake the statutory duties and responsibilities that designation brings under the Weights and Measures Act.

Ensure the proactive implementation of the Council's policies and procedures and the continuous development and motivation of staff for delivery of services of the highest possible quality.

Set performance indicators and drive performance to meet the targets which have been set, and to contribute to corporate objectives and priorities.

Ensure the effective prioritisation of workload across the Group, supervision and management of all team members, and the deployment of resources in instigating action where necessary to ensure the maintenance of appropriate standards of performance at all times.

Represent the Council at relevant regional and national meetings and bodies influencing outcomes and sharing external thinking and good practice back into the organisation.

Ensure staff are trained and competent to carry out their tasks and that all necessary inspections, investigations and responses are undertaken and appropriate enforcement action is instigated.

Produce and present reports, policies and procedures for Members, Officers etc. relating to the services and functions allocated.

Effectively manage financial resources, including grants relating to Trading Standards, Licensing, Registration, and CCTV Control Room services.

KEY WORKING RELATIONSHIPS

Through personal example, open commitment and clear action, lead the Trading Standards, Licensing, Registration, and CCTV Control Room teams and, working with relevant Members and Managers across all Council service areas, and partners, develop a culture of collaborative working across functions, departments and inter-organisational boundaries to ensure that objectives are met.

Communicate and work effectively with others such as specialist contractors, the Police and other enforcement agencies, legal representatives, the General Register Office, and professional groups and fora.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

Overall management responsibility for the Trading Standards, Licensing, Registration, and CCTV Control Room teams consisting of approximately 70 staff in total.

Line Management responsibility for:

Senior Trading Standards Officer (Commercial Services)
Senior Trading Standards Officer (Community Protection)
Superintendent Registrar
Licensing Manager
Control Room Manager

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Overall responsibility for the resources including management of the budget of Trading Standards, Licensing, Registration, and CCTV Control Room services.

Data Systems

Overall responsibility for the information and data systems within Trading Standards, Licensing, Registration, and CCTV Control Room services.

WORKING ENVIRONMENT

Office based with meetings and visits undertaken inside and outside the county borough.

Occasional requirement to work outside of normal office hours including evenings and week-ends.

1..3. ADDITIONAL REQUIREMENTS

Politically Restricted:	Yes
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

1..4. ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>Degree level qualification.</p> <p>Relevant Statutory qualification for Trading Standards e.g Postgraduate Diploma in Trading Standards or equivalent including certification under S73 of the Weights & Measures Act 1985..</p>	Management Qualification
KNOWLEDGE	<p>In-depth knowledge of Trading Standards, Licensing, Registration, and CCTV Control Room services.</p> <p>Knowledge of relevant legislation, Codes of Practice, formal guidance, legal processes.</p> <p>Awareness of responsibilities as Chief Officer of Weights & Measures, Proper Officer for Registration and Disclosure Officer for Trading Standards.</p> <p>Understanding of performance management and target/objective setting.</p> <p>Knowledge of Data Protection and Human Rights legislation.</p> <p>Financial management including appropriate frameworks / controls on procurement and contracts.</p>	
SKILLS	<p>Outstanding communication abilities – oral and written.</p> <p>Excellent leadership skills.</p> <p>Strong analytical and data handling skills.</p> <p>Capable use of IT software to support management function.</p> <p>Ability to interpret new policy and strategies.</p> <p>Ability to interpret legislation and objectively assess investigation reports and recommend appropriate course of action.</p>	Welsh language skills.

	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Considerable experience at a senior management level.</p> <p>Partnership working.</p> <p>Project Management.</p> <p>Presentations of papers at Seminars, Conferences etc.</p> <p>Experience of substantial budget management.</p> <p>Experience in enforcement of legislation.</p>	<p>Three years experience at a senior management level.</p> <p>Experience of working within a local government setting</p>
OTHER	<p>Reliable, enthusiastic and able to work to tight timescales.</p> <p>Evidence of team leadership and persuading others to follow.</p> <p>Energy, drive and commitment to delivering change.</p> <p>Enthusiastic networker and skilful negotiator.</p> <p>Ability to travel within and outside the County Borough.</p> <p>Commitment to attend meetings, seminars outside normal working hours.</p>	

COMPETENCY FRAMEWORK**CORE COMPETENCIES**

AREA OF COMPETENCE	COMPETENCIES
Job Knowledge	Displays expert knowledge in field of expertise as well as strong management skills needed for the job. Has a very clear understanding of the Council as a whole and where the role fits into the organisation. Explores beyond the immediate field to expand job knowledge and keeps up to date on new developments.
Communicating and Persuading	Communicates and ensures understanding of corporate and service area goals. Presents ideas in an organisational context, helping promote understanding of organisational aims and vision. Can deliver difficult messages appropriately. Builds partnerships inside and outside to the benefit of the council and service users.
Customer Service	Monitors customer service performance across area of responsibility. Promotes customer service to colleagues across Council. Advises and guides on customer service issues. Evaluates customer service performance in area of responsibility. Introduces quality improvements to customer service requirements. Develops the customer service strategy for area of responsibility.
Innovation and Change	Stays up to date with new theories and trends. Encourages innovation and measured risk taking. Implements best practice across area of responsibility. Consistently generates and employs original ideas for self and others. Challenges traditional approaches and leads change.
Problem Solving	Adopts a structured approach and utilises experience, expertise and advanced project management skills to develop highly innovative and creative solutions to major service issues. Effectively delegates work and manages the contribution of others to problem resolution. Risk assesses alternative solutions and tests implications for the service. Monitors and evaluates outcomes for effectiveness. Is sought out by others for input and support.
Decision Making and Judgement	Steps back and takes a wider view on the impact of decisions on others through the organisation. Ensures decisions are linked to continually improving performance. Ensures that contingency measures are in place for any appreciable risks. Handles complex problems with balanced confidence. Decisions made on complex issues affecting service.
Planning and Organising	Develops longer-term strategies and breaks down plans to deliver that strategy. Pulls together a range of activities to bring the plan to fruition. Ensures activities are completed on time and in budget.
Personal Drive and Effectiveness	Takes personal responsibility for the performance of the service area. Achieves organisational and personal goals. Models excellence. Able to refocus and redirect when it is clear a goal cannot be achieved. Demonstrates unflagging energy. Focused on excellence and has a vision of how to reach it.
Teamwork	Makes a critical contribution to the team. Works across different functions and maintains network. Demonstrates that the contribution of others is genuinely valued. Role models team working behaviours such as consultation, constructive feedback and supportive challenge. Recognises and celebrates success.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
People	Manages a large and diverse service covering a range of major functions. Constantly seeks opportunities for team development within and outside of normal perceived boundaries. Uses people management skills to support other colleagues. Actively shares own skills, knowledge and experience to the benefit of the team and those outside of the team. Has the skills to access to range of approaches to manage the team and team performance.
Political Understanding	Understands political environment locally, regionally and nationally. Uses judgement effectively, knows what to say, how much to say and to whom. Aware of public / political mood and works with it. Can constructively challenge councillor's decisions in an appropriate and sensitive manner.
Leadership	Develops, communicates and delivers to a shared vision with purpose and direction. Takes ownership of the vision. Empowers people to achieve. Has a strategic eye and sees where the role of the staff fits in the whole organisation. Knows where wants to go and how to achieve that. Takes long-term perspective. Communicates the message. Acts as a role model for senior managers. Engenders respect and admiration of all acting with utmost regard and concern for the law, environment and fair treatment of people based on honesty integrity and trustworthiness. Models behaviours valued by the organisation. Has personal credibility.
Resources and Performance	Ensures that resources are provided equitably across the organisation. Balances complex resourcing demands to the benefit of the organisation. Recognises the need to invest to save where appropriate. Sets the standards for efficiencies and improvement. Is ultimately responsible for outcomes and results within Directorate. Oversees very large projects to completion on time and in budget.

POST AUTHORISATION

HEAD OF SERVICE:		DATE:	
MANAGER:		DATE:	
HR:		DATE:	

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Control Room Manager (CCTV)
Job Evaluation ID:	0015EN
Grade:	9
Directorate:	Communities
Division:	Public Protection
Section:	Trading Standards, Licensing and Registrars
Location:	Tir-y-berth Office
Responsible to:	Trading Standards, Licensing and Registrars Manager

JOB PURPOSE

Lead, drive and manage the operations of the CCTV Control Room with the aim of reducing crime and disorder and providing reassurance to communities. Provide an emergency Out of Hours contact point for key local authority services. Manage the monitoring of local authority owned alarm activated sites.

KEY RESULT AREAS

Provide an efficient and effective public open space surveillance system across town and village centres.

Ensure an efficient out of hours contact point on behalf of the authority to residents wishing to contact key local authority services out of hours.

Ensure that “dial-up” alarm activated sites are monitored effectively.

Develop, monitor and review service plans for the CCTV Control Room in conjunction with the Group Manager.

Develop the workforce to promote a working environment that provides an efficient, responsive, customer-focussed culture and maintains relevant professional standards and accreditation.

Monitor budgets for the CCTV Control Room and in particular ensure that the CCTV infrastructure is maintained and developed according to crime and disorder reduction needs.

Ensure effective staff cover over a 24/7 shift system including rostering, training, appraisal, motivation, development, counselling, health and safety, performance and discipline.

Work effectively with specialist external contractors mindful of the need to achieve a cost effective surveillance service while keeping abreast of technological advances.

Work effectively with other Directorates in achieving the integrity, customer-focus, safety and security of monitored systems.

Responsible for compliance with relevant legislation and government codes of practice pertaining to surveillance, data protection and human rights.

DETAILED TASK PROFILE

Responsible for the day-to-day management of the public open space CCTV system, alarm activated sites and out of hours contacts to the authority.

Responsible for and ensure the CCTV infrastructure is working efficiently and anticipate upcoming maintenance and repair issues to avoid a break in service.

Responsible for data management and recording including systems, procedures, processes and documents that ensure a quality management system for operators.

Manage full time, part time, relief and casual staff to ensure adequate staff resource across a 24/7 operation.

Responsible for accreditation of Operators and the CCTV system to national standards.

Ensure the completion of Privacy Impact Assessments for Public Town Centre CCTV systems in accordance with SCC guidance.

Ensure evidential integrity of images gathered to prevent crime and disorder to the satisfaction of partner agencies and the courts.

Work with other sections of the authority to ensure customer contacts out of hours provide a streamlined service to local residents and provide the information needed internally to act on referrals.

Represent the CCTV Control Room internally and externally.

Responsibility as Control Room Monitoring Officer for data in the form of images and other personal information received in dealing with out of hours personal callers.

KEY WORKING RELATIONSHIPS

Gwent Police

Provision of evidential quality CCTV images in a timely manner with digital integrity intact to ensure successful identification and apprehension of offenders and successful court outcomes.

Other Prosecuting Agencies

Ensure other prosecuting agencies are assisted in accessing images to allow the progression of investigations leading to court action.

Local Elected Members

Understand and respond to concerns about crime and disorder in local communities raised by democratically elected representatives.

Other Sections of the Authority

Maintain security cover for Educational Establishments, Council Offices, Sheltered Housing Complexes, Depots and Civic Amenity Sites as requested by sections of the Authority.

Ensure that professional and service specific standards are maintained in dealing with members of the public out of hours on behalf of other local authority service areas.

Specialist Contractors and Providers

Build and maintain key working relationships with consultants, maintenance contractors, communications providers and equipment suppliers to ensure a modern well-functioning control room at the best value available to the authority.

Alarm Monitored Sites e.g. Schools, Depots, Offices etc.

Build and maintain key contractual relationships with alarm monitored sites to ensure effective security provision and camera provision. Notify sites of issues with coverage and security in a timely manner to allow rectification of faults.

Members of the Public and their Representatives

Respond to concerns and requests for personal data ensuring privacy of persons who may be subject to surveillance and assisting in release of data in accordance with legislation and guidance where appropriate e.g. solicitors, insurance companies, to data subjects and via court order.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

Line management responsibility, including recruitment and selection, induction, directing work, checking work, performance review, training, sickness, attendance and discipline.

5 Control Room Operators Full Time
10 Control Room Operators Part Time
1 Control Room Operators Relief

Shared line management responsibility, Administrative Assistant.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Responsible in conjunction with Group Manager for CCTV infrastructure 150+ public open space cameras including mountings and street lighting connection, cabling, image transfer, PSBA network and software. Control Room equipment, console display, monitor wall, police review suite.

CCTV mobile vehicle. Demountable cameras and their deployment according to need.

Data Systems

IT packages in use in the Control Room i.e. Synetics, ADPRO, HIK, Solidus, Wireless Camera Software, Housing Out of Hours system, and Digital Evidence Locker.

WORKING ENVIRONMENT

Office based with minimal off-site outdoors checking of camera locations.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence including Standard Disclosure and Barring Service Check.

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>NVQ Level 4 in Management or equivalent level of qualification on the Credit and Qualifications Framework.</p> <p>Within 16 weeks of appointment obtain and retain the Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence which includes a Standard Disclosure and Barring Service.</p>	<p>NVQ Level 5 in Management</p> <p>Degree in law or criminology</p>
KNOWLEDGE	<p>Knowledge of current crime and disorder issues</p> <p>Knowledge of police evidence process as far as they relate to digital evidence</p> <p>Understanding of procurement processes and relationships with contractors</p> <p>Understanding of human rights and data protection issues</p>	<p>Degree in law or criminology</p> <p>Familiarity with Community Safety Organisations</p> <p>Knowledge of current technological advances in CCTV surveillance and alarm monitoring</p>
SKILLS	<p>Ability to anticipate Control Room requirements to future-proof infrastructure and continued development of the system</p> <p>Leadership and staff management skills</p> <p>Capable use of IT software packages in use in the Control Room and to support management function</p> <p>Good written and oral communication</p>	<p>Welsh language skills</p>

	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>5 years' experience of working in a Control Room environment</p> <p>Experience of managing a shift system with particular emphasis on rota management</p>	<p>3 years staff management experience</p> <p>Experience of working in local government or policing arena</p> <p>Experience of handling staffing issues including union involvement</p>
OTHER	<p>Reliable, enthusiastic and able to work to deadlines</p> <p>Commitment to providing a highly professional responsive service</p> <p>Ability to manage team of staff working a range of contracted hours to ensure adequate resource</p>	

COMPETENCY FRAMEWORK

CORE COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
Job Knowledge	Level 4: Has specialist knowledge in area of responsibility. Is effective in working with, understanding and evaluating technical information related to the job. Demonstrates confidence and competence to effectively share knowledge within and outside of the team to enhance performance.
Communicating and Persuading	Level 4: Understands the barriers to effective communication and overcomes them. Anticipates questions or issues that may be raised and considers appropriate responses. Overcomes objections by persuasion and negotiation. Uses a variety of influencing styles. Build effective networks across the organisation and/or with external partners.
Customer Service	Level 4: Able to negotiate between customers and other colleagues to find a way of meeting customer expectations. Supports others to improve customer service delivery and customer relationships. Works as a member of the team to deliver seamless customer service. Deals with complex customer issues to a successful resolution.
Innovation and Change	Level 3: Identifies and implements new ways of doing things in role to impact positively. Is involved with improvements of processes and procedures within the scope of the role. Supports department with personal commitment in implementing change.
Problem Solving	Level 2: Builds a logical approach to address operational problems or difficult situations. Uses acquired knowledge and skills within the work area. Breaks the problem down into manageable parts and calls upon wider expertise where necessary. Ensures solution is fit for purpose. Makes suggesting for solutions to manager where appropriate.
Decision Making and Judgement	Level 3: Takes a balanced open minded and objective approach to decision making. Consults with those concerned. Accepts accountability for decisions. Identifies pros and cons and makes decision based on available data. Makes decisions even in times of changes, challenges and ambiguity.
Planning and Organising	Level 3: Produces written plans for self and /or others. Provides advice to others on prioritising workloads. Identifies and uses milestones and deadlines to ensure work stays on course. Revises plans when priorities change
Personal Drive and Effectiveness	Level 3: Effectively manages own continuing professional development. Transfers learning from one situation to another. Stays positive when faced with difficulties. Actively works to overcome obstacles. Supports others in developing resilience. Pays attention to detail without losing sight of the bigger picture. Encourages and contributes to the achievement of results of self and others.
Teamwork	Level 4: Develops others to maximise performance. Resolves conflict within the team should it arise and challenges inappropriate behaviour in the team. Regularly meets to inform, communicate and develop the team. Expresses clear and achievable expectations of others.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
People	Level 2: Manages, develops and appraises others. Supports and encourages positive team working behaviours. Sets and communicates expected performance standards. Addresses performance issues early. Promotes a culture of tolerance and respect between individuals. Identifies opportunities for learning and development. Celebrates success and achievements. Normally the team being managed are working in the same general area of responsibility.
Political Understanding	NA
Leadership	NA
Resources and Performance	Level 1: Ensures realistic resources are in place to achieve performance targets set and effectively allocates those resources. Actively manages budget and expenditure. Ensures financial, legal and procurement guidelines and processes are followed. Works within the sustainability agenda. Reduces waste. Achieves targets set for the service area. Delivers on projects set.

POST AUTHORISATION

HEAD OF SERVICE:	Robert Hartshorn	DATE:	09/11/2017
MANAGER:	Jacqui Morgan	DATE:	09/11/2017
HR:	Janine Harrington	DATE:	09/11/2017

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Community Safety Control Room Supervisor
Job Evaluation ID:	2576EN
Grade:	7
Directorate:	Communities
Division:	Public Protection
Section:	Trading Standards and Licensing
Location:	Tir-y-berth Depot, Hengoed
Responsible to:	Control Room Manager

1.5. JOB PURPOSE

Operate the Council's Out of Hours Emergency Calls / CCTV Public Open Space surveillance systems and Council Owned Buildings Alarm Activated surveillance systems in a conscientious and efficient manner, in accordance with the specified operating procedures and the code of practice.

Assist the Control Room Manager to provide effective and efficient operational leadership and management of all aspects of the above duties.

1.6. KEY RESULT AREAS

Work in a 24 hour Control Room operating Closed Circuit Television Systems in both Public Space (Town Centres) and Council Owned Premises. The primary objective of the scheme is to provide a safe environment for the benefit of those who live, work, trade, visit, serve and enjoy the facilities within the areas covered by Caerphilly County Borough Council.

Preserve life and minimise the risk /danger to the vulnerable through effective CCTV monitoring.

Assist in the detection of crime.

Facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order.

Assist in the restoration of tranquillity and reduction in anti-social behaviour.

Assist in the reduction of the fear of crime and anti-social behaviour thereby promoting the reassurance of the communities affected and promoting community regeneration throughout the region.

Contribute to the achievement of service objectives and performance targets.

Assist with the day to day supervision and training of the team of Control Room Operators.

The Council's Out of Hours Service deals with emergency calls when the Council offices are closed. An emergency is defined as events or incidents involving significant risk to life, limb or property and you will be required to evaluate the calls and if required contact the relevant emergency service eg Housing, Environmental Health and Highways etc, dealing with calls in a professional and courteous manner at all times.

DETAILED TASK PROFILE

Take part in a shift system for the continuous staffing of the CCTV Control Room and other designated control positions as required, including covering for holidays and reasonable levels of sickness. Required to be flexible and receptive in accepting changes to shift patterns/rotas.

Monitor and report environmental problems they observe. eg incidents, hazards, defects, fly-tipping, dog fouling, graffiti, litter and vandalism.

Act on behalf of the Council by observing and reporting incidents.

Respond promptly to prevent or diffuse any actual problems of public order or safety within our communities, calling appropriate assistance where necessary.

Undertake appropriate action as detailed in the Operations, Maintenance and Emergency Procedures manual and other associated documentation.

Attend training and / or SIA licensing in the duties of the position.

Liaise with the Emergency Services, members of the public, Council directorates, external contractors and others, via the use of telephone, radio, IT and facsimile equipment.

Support and work alongside existing Council officers, eg Environmental Health or other staff and Emergency Services.

Monitor potential incidents/situations using CCTV or other equipment.

Support a caring, helpful and unbiased attitude towards residents, visitors, and general public and remain polite and courteous at all times.

Maintain the supervision and control of all CCTV and Out of Hours systems ensuring a safe environment is maintained at all times for all Council Services.

Contribute to the achievement of service objectives and performance targets.

Assist with the supervision of the team of Control Room Operators. Ensure staff are fully up to date with current legislation and provide guidance and training.

Take an active role in decisions on practical issues relevant to the recording of data, safety of personnel involved in the exercises, retention and presentation of all relevant evidence.

Regularly review working practices and procedures and where appropriate assist the Control Room Manager with amendments and updates in accordance with current legislation.

Assist the Control Room Manager to maintain Surveillance Camera Commissioner Certification and any accreditations obtained for the Control Room.

Deputise for the Control Room Manager as and when required.

Assist with the security of the Control Room, restricting access to authorised personnel only.
Responsible for ensuring restrictions on access and use of the CCTV system and initiate repairs and maintenance of CCTV equipment where appropriate.

Monitor the safeguarding of all records, digital and photographic material, restricting access to them to authorised personnel only.

Carry out audits of Control Room operations to ensure compliance with CCTV Policies and Procedures.

Ensure compliance with Control Room Risk Assessments and Safe Systems of Work.

KEY WORKING RELATIONSHIPS

Key partners and working relationships within this post include the general public, Gwent Police, All other Council Departments and Local Councillors, utility companies etc and any company that is authorised to carry out works on behalf of Caerphilly County Borough Council.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

Supervise a team of up to 15 Community Safety Control Room Operators who work a variety of shift patterns to cover the Control Room 24/7, 365 days a year.

Supervision includes day to day operations queries, staffing levels, update working rosters; assist with sickness absence records, return to work interviews.

Assist the Control Room Manager with the training and development of Operators including induction and on-the-job training to maintain compliance with the CCTV Procedural Manual and the relevant codes of practice. Ensure staff are fully up to date with current legislation and guidance and trained wherever necessary.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

None.

Data Systems

Monitoring of CCTV systems through computerised management systems and logging of information in various IT based packages.

Responsible for ensuring restrictions on access and use of the CCTV system and to initiate repairs and maintenance of CCTV equipment where appropriate.

Dealing with the Out of Hours issues raised by public, police, CCBC departments and other organisations in accordance with Council procedures and reporting through various IT solutions.

WORKING ENVIRONMENT

Based in the Out of Hours / CCTV Control Room for Caerphilly County Borough Council. This is a restricted access Control Room, with all relevant required facilities on site.

1.7. ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	Possess and retain the Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence which includes a Standard Disclosure and Barring Service check

1.8. ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>5 GCSEs Grade A*-C including Maths and English or equivalent Level 2 qualification on the Credit and Qualifications Framework for Wales.</p> <p>And</p> <p>Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry.</p>	<p>Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence.</p> <p>ILM Level 3 management qualification or equivalent.</p>
KNOWLEDGE	<p>Must be sympathetic to the differing problems in various communities and a commitment to bring about change.</p> <p>Must possess an awareness of the importance of the post and how it relates to achieving an improvement in the quality of life of residents.</p> <p>Awareness of Human Rights Act and Data Protection Legislation, Surveillance Camera Commissioner Code of Practice.</p>	<p>Knowledge of the area and its problems and an understanding of the roles and responsibilities of Council Directorates.</p> <p>An understanding of the links between social deprivation and anti-social behaviour.</p>
SKILLS	<p>Able to communicate effectively with a wide range of audiences both verbally and in writing and provide a caring and effective service.</p> <p>Ability to advise and train other Officers in a clear and effective manner.</p> <p>Ability to supervise and support team members working a varied shift pattern.</p> <p>Demonstrate the ability to be able to listen and understand the needs of residents and support them in a sensitive and effective manner.</p> <p>Must be able to work effectively in stressful or sensitive situations, handling conflict with tact and diplomacy to ensure personal safety.</p> <p>Ability to work alone and on own initiative or as part of a team.</p> <p>Ability to prioritise a busy workload</p>	<p>Organised with a commitment to success.</p> <p>Welsh language skills.</p>

	ESSENTIAL	DESIRABLE
	<p>and see tasks through to completion.</p> <p>Proficient in the use of IT and CCTV packages, logging data, generating reports and carrying out audits of system usage.</p> <p>Must maintain vigilance for extended periods of time.</p> <p>Must have a positive enthusiastic approach and flexible attitude to change.</p> <p>Must have a friendly and approachable nature.</p> <p>Must be flexible in approach and willing to take on other duties when requested.</p>	
EXPERIENCE	<p>Previous experience monitoring / working with CCTV systems.</p> <p>At least two years experience in a job which required working with the public and delivering a service.</p>	<p>Call handling experience.</p> <p>Team leader/supervisory experience.</p>
OTHER	<p>Must be able to work within a shift system as per relevant job description.</p> <p>Must be flexible to work additional hours to cover sickness and holiday entitlements.</p> <p>Must be willing to undertake a training and licensing programme.</p> <p>Must be willing to undergo a Financial History check.</p> <p>Must have good colour vision and effective hearing.</p> <p>Must be aged 18 or over to apply for an SIA Licence. This is a protected characteristic under the occupational requirement of the post in accordance with the Equality Act 2010.</p>	

COMPETENCY FRAMEWORK**CORE COMPETENCIES**

AREA OF COMPETENCE	COMPETENCIES
Knowledge	Level 2: Understands where role fits in the team and can demonstrate a range of skills in the post. Understands the processes and practices that impact on the post. Is proactive in seeking development opportunities to expand knowledge skills and experience.
Communicating and Persuading	Level 3: Chooses the most effective communication method for the situation and individual. Ensures others are well informed. Raises difficult issues with colleagues to improve relationships. Successful in winning others over to an idea or approach. Confident in dealing with complex queries and complex complaints. Provides advice and guidance to customers.
Customer Service	Level 3: Can explain the principles of customer service and the way they can be applied to specific situations. Looks for opportunities to add value to the customer experience within the scope of the role. Can find alternatives for customers and promote other services. Can access information or other people who can assist if needed. Able to deal with referred complaints effectively.
Innovation and Change	Level 2: Actively supports changes that are introduced and generates own ideas about how the job and department may be improved. Makes suggestions regarding process and performance of the team.
Problem Solving	Level 2: Builds a logical approach to address operational problems or difficult situations. Uses acquired knowledge and skills within the work area. Breaks the problem down into manageable parts and calls upon wider expertise where necessary. Ensures solution is fit for purpose. Makes suggestions for solutions to manager where appropriate.
Decision Making and Judgement	Level 3: Takes a balanced open minded and objective approach to decision making. Consults with those concerned. Accepts accountability for decisions. Identifies pros and cons and makes decision based on available data. Makes decisions even in times of changes, challenges and ambiguity.
Planning and Organising	Level 3: Produces written plans for self and /or others. Provides advice to others on prioritising workloads. Identifies and uses milestones and deadlines to ensure work stays on course. Revises plans when priorities change
Personal Drive and Effectiveness	Level 2: Looks at opportunities to continuously improve performance, knowledge and skills. Delivers to plans and targets. Willingly accepts challenging goals. Works effectively without direct supervision. Displays resilience and tenacity to demands faced. Seeks feedback from others on own performance.
Teamwork	Level 3: Constructively challenges colleagues. Shows commitment to shared goals and prioritises team goals over own if necessary. Sets an example to others in terms of team working. Readily offers help to colleagues, sharing own skills and expertise.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
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People	Level 1: Supervises the team effectively maintaining a focus and motivation. Role models positive behaviour. Defends colleagues against inappropriate and unwarranted criticism. Takes action to prevent and address behaviour that is divisive or inappropriate. Does not use coercive or negative techniques to supervise. Typically the team work within the same area of work. Manages change effectively.
Political Understanding	NA
Leadership	NA
Resources and Performance	NA

POST AUTHORISATION

HEAD OF SERVICE:	Robert Hartshorn	DATE:	19/03/2021
MANAGER:	Carl Nesling	DATE:	19/03/2021
HR:	Janine Harrington	DATE:	19/03/2021

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Community Safety Control Room Operator
Job Evaluation ID:	0013EN
Grade:	5
Directorate:	Social Services
Division:	Public Protection
Section:	Community Safety
Location:	Tir-y-berth Depot, Hengoed
Responsible to:	Control Room Manager

JOB PURPOSE

Operate the Council's Out of Hours Emergency Calls / CCTV Public Open Space surveillance systems and Council Owned Buildings Alarm Activated surveillance systems in a conscientious and efficient manner, in accordance with the specified operating procedures and the code of practice.

KEY RESULT AREAS

Work in a 24 hour Control Room operating Closed Circuit Television Systems in both Public Space (Town Centres) and Council Owned Premises. The primary objective of the Scheme is to provide a safe environment for the benefit of those who live, work, trade, visit, serve and enjoy the facilities within the areas covered by Caerphilly County Borough Council.

Preserve life and minimise the risk /danger to the vulnerable through effective CCTV monitoring.

Assist in the detection of crime.

Facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order.

Assist in the restoration of tranquillity and reduction in anti-social behaviour.

Assist in the reduction of the fear of crime and anti-social behaviour thereby promoting the reassurance of the communities affected and promoting community regeneration throughout the region.

The Council's Out of Hours Service deals with emergency calls when the council offices are closed. An emergency is defined as events or incidents involving significant risk to life, limb or property and you will be required to evaluate the calls and if required contact the relevant emergency service e.g. Housing, Environmental Services and Highways etc, dealing with calls in a professional and courteous manner at all times.

DETAILED TASK PROFILE

Take part in a shift system for the continuous staffing of the CCTV Control Room and other designated control positions as required, including covering for holidays and reasonable levels of sickness.

Monitor and report environmental problems they observe. eg incidents, hazards, defects, fly-tipping, dog fouling, graffiti, litter and vandalism.

Act on behalf of the Council by observing and reporting incidents.

Respond promptly to prevent or diffuse any actual problems of public order or safety within our communities, calling appropriate assistance where necessary.

Undertake appropriate action as detailed in the operations, maintenance and emergency procedures manual and other associated documentation.

Attend training and / or SIA licensing in the duties of the position.

Liaise with the Emergency Services, members of the public, council directorates, external contractors and others, via the use of telephone, radio, IT and facsimile equipment.

Support and work alongside existing Council Officers, eg Environmental or other staff and Emergency Services.

Monitor potential incidents/situations using CCTV or other equipment.

Support a caring, helpful and unbiased attitude towards residents, visitors, and general public and to remain polite and courteous at all times.

Assist in the training of new staff, assisting in a 'buddy scheme' when required.

Maintain the supervision and control of all CCTV and Out of Hours systems ensuring a safe environment is maintained at all times for all Council Services.

KEY WORKING RELATIONSHIPS

Key partners and working relationships within this post include the general public, Gwent Police, All other Council Departments and Local Councillors, utility companies etc and any company that is authorised to carry out works on behalf of Caerphilly County Borough Council.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

None.

Data Systems

Monitoring of CCTV systems through computerised management systems and logging of information in various IT based packages.

Dealing with the Out of Hours issues raised by public, police, CCBC departments and other organisations in accordance with Council procedures and reporting through various IT solutions.

WORKING ENVIRONMENT

Based in the Out of Hours / CCTV Control Room for Caerphilly County Borough Council. This is a restricted access control room, with all relevant required facilities on site.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No - not with CCBC via SIA
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	Yes within 6 months of appointment obtain and retain the Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence which includes a Standard Disclosure and Barring Service check

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>5 GCSEs Grade A*-C including Maths and English or equivalent.</p> <p>And / Or</p> <p>Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry or equivalent in order to apply for an SIA Licence. If not held already, achieve within 6 months of appointment in order to obtain and retain the Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence.</p>	
KNOWLEDGE	<p>Must be sympathetic to the differing problems in various communities and a commitment to bring about change.</p> <p>Must possess an awareness of the importance of the post and how it relates to achieving an improvement in the quality of life of residents.</p>	<p>Knowledge of the area and its problems and an understanding of the roles and responsibilities of Council Directorates.</p> <p>An understanding of the links between social deprivation and anti-social behaviour.</p>
SKILLS	<p>IT skills particularly Microsoft Word and Outlook Express.</p> <p>Must be able to communicate effectively with a wide range of audiences both verbally and in writing and provide a caring and effective service.</p> <p>Demonstrate the ability to be able to listen and understand the needs of residents and support them in a sensitive and effective manner.</p> <p>Must be able to work effectively in stressful or sensitive situations, handling conflict with tact and diplomacy to ensure personal safety.</p> <p>Must be able to work alone and on own initiative or as part of a team.</p>	<p>Organised with a commitment to success.</p> <p>Welsh language skills.</p>

	ESSENTIAL	DESIRABLE
	<p>Must be able to prioritise a busy workload and see tasks through to completion.</p> <p>Must be able to use IT for report writing, internet, e-mails and logging of data.</p> <p>Must maintain vigilance for extended periods of time.</p> <p>Must have a positive enthusiastic approach and flexible attitude to change.</p> <p>Must have a friendly and approachable nature.</p> <p>Must have outgoing personality with a mature outlook on life.</p> <p>Must be flexible in approach and willing to take on other duties when requested.</p>	
EXPERIENCE	<p>Experience in a job which required working with the public and delivering a service.</p>	<p>At least two years experience in a job which required working with the public and delivering a service.</p> <p>Previous experience monitoring / working with CCTV.</p>
OTHER	<p>Must be able to work within a shift system as per relevant job description.</p> <p>Must be flexible to work additional hours to cover sickness and holiday entitlements.</p> <p>Must be willing to undertake a training and licensing programme.</p> <p>Must be willing to undergo a Financial History check.</p> <p>Must have good colour vision and effective hearing.</p>	

	ESSENTIAL	DESIRABLE
	Must be aged 18 or over to apply for an SIA Licence. This is a protected characteristic under the occupational requirement of the post in accordance with the Equality Act 2010.	

COMPETENCY FRAMEWORK

CORE COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
Job Knowledge	Level 2: Understands where role fits in the team and can demonstrate a range of skills in the post. Understands the processes and practices that impact on the post. Is proactive in seeking development opportunities to expand knowledge skills and experience.
Communicating & Persuading	Level 2: Communicates with colleagues and customers in an appropriate way consistent with their level of understanding. Confirms understanding with others and shows appreciation of the views and opinions of colleagues and customers. Can find common ground on which to move forward.
Customer Service	Level 2: Ensures that customers feel that the service they have received is personal. Works effectively to resolve problems before they happen. Able to manage customers' expectations effectively. Has an effective rapport with customers building trust and confidence.
Innovation & Change	Level 1: Open and receptive to new ideas. Looks at how can improve own job process to improve performance and makes suggestions for improvement. Adapts well to change.
Problem Solving	Level 1: Uses common sense to deal with routine issues. Can quickly identify a problem, establish the correct course of action from a limited range of well-established options and implement the right solution. Escalates problems to line manager or appropriate officer if the issue is non-routine.
Decision Making & Judgement	Level 3: Takes a balanced open minded and objective approach to decision making. Consults with those concerned. Accepts accountability for decisions. Identifies pros and cons and makes decision based on available data. Makes decisions even in times of changes, challenges and ambiguity.
Planning & Organising	Level 3: Produces written plans for self and /or others. Provides advice to others on prioritising workloads. Identifies and uses milestones and deadlines to ensure work stays on course. Revises plans when priorities change
Personal Drive & Effectiveness	Level 2: Looks at opportunities to continuously improve performance, knowledge and skills. Delivers to plans and targets. Willingly accepts challenging goals. Works effectively without direct supervision. Displays resilience and tenacity to demands faced. Seeks feedback from others on own performance.
Teamwork	Level 2: Understands the impact of own role on others. Keeps colleagues updated and informed on what is being done. Is approachable and sensitive towards others. Builds productive relationships with colleagues and sees the collective benefits of pulling together.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
People	NA
Political Understanding	NA
Leadership	NA
Resources and Performance	NA

POST AUTHORISATION

HEAD OF SERVICE:	Robert Hartshorn	DATE:	10/05/2017
MANAGER:	Carl Nesling	DATE:	10/05/2017
HR:	Janine Harrington	DATE:	10/05/2017

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Administrative Officer
Job Evaluation ID:	2486EN
Grade:	4
Directorate:	Communities
Division:	Public Protection
Section:	Trading Standards and Licensing
Location:	Tir-y-Berth Depot
Responsible to:	Control Room Manager

JOB PURPOSE

Provide efficient and effective administrative support to service areas within the Public Protection Division in particular CCTV Control Room and out of hours service.

KEY RESULT AREAS

General administrative duties including typing, data processing, dealing with telephone enquiries, scanning and indexing documents.

Raising and receipting orders for goods and services.

Fault reporting of CCTV and camera equipment and monitoring rectifications.

Logging service statistics on relevant databases and providing reports for managers.

Processing information, data in line with CCTV Policies and Procedures.

Operating a number of bespoke software packages and CCTV monitoring software.

DETAILED TASK PROFILE

Provide efficient and effective clerical, typing, data inputting and word processing support to the Public Protection Division.

Be familiar with the Directorate's clerical procedures and contribute to the requirements of the service.

Ensure members of the public receive such specialised advice and assistance as may be required by proper referral to the appropriate Officers within the Directorate or Authority.

Log all CCTV camera/equipment faults and repairs, report to contractors and maintain records for contract monitoring and provision of performance statistics.

Assist Supervisor/Manager to collate statistics on camera patrols, incidents reported, footage requests, evidence for internal and external audits and accreditation processes.

Create spreadsheets, graphs, pictorial representations of statistics for inclusion in annual reports and reviews .

Establish and maintain personnel files for CCTV Operators including evidence to support accreditation and external audit process in accordance with BS 7858 Screening of individuals.

Required to operate a number of bespoke software packages and CCTV monitoring software.

Undergo Screening Training in line with BS 7858.

Monthly checks on validity of Operator SIA licences.

Manage/reference all DVD's issued to control room for use by Operators in downloading footage of incidents. Maintain destruction records.

Document destruction in line with Document Retention Policy and British Standard BS7858.

Provide back up cover on monitoring of dial up alarms in reduced staffing situations. Download dial up footage from pc as required.

Maintain statistical records for the deployment of Wardens in support of service requirements and Community Safety Warden accreditation.

Set up and maintain appropriate manual and electronic filing systems for CCTV, Out of Hours Service and Financial records etc.

Raise internal invoices and resolve queries.

Receipt, check and process invoices from external contractors and suppliers ensuring all relevant records and databases are updated and record budget spend to assist Control Room Manager with budget management.

Assist the Control Room Supervisor/ Manager with monthly camera audits in line with CCTV policies and procedures.

Production of training guides and instruction manuals for Operators.

Conform to the Directorate's aims and objectives including health and safety or quality assurance procedures that are in operation.

Processing of incoming and outgoing mail.

Dealing with telephone enquiries.

KEY WORKING RELATIONSHIPS

Working with other administrative colleagues and in support of operational teams.

CCTV maintenance contractors.

Individual schools, internal service areas such as Highways, Housing, Wardens, Facilities and Community Amenity sites etc.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Sole responsibility for a pc and peripherals.

Data Systems

Access to a variety of software packages and databases Including public open space CCTV systems, alarm monitoring and other CCBC packages in Housing, Highways etc.

WORKING ENVIRONMENT

Office based post mainly in the Out of Hours Control Room which has restricted access. Ability to complete some administrative functions remotely.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	Possess and retain the Security Industry Authority (SIA) Front Line Public Space Surveillance (CCTV) Operators Licence which includes a Standard Disclosure and Barring Service check

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>5 GCSEs Grade A*-C or equivalent qualifications on the Credit and Qualifications Framework for Wales. Or Relevant Level 2 qualification on the Credit and Qualifications Framework for Wales. For example Administration.</p> <p>Required to obtain Level 2 Award for Public Space Surveillance following appointment.</p>	<p>Relevant Level 3 qualification on the Credit and Qualifications Framework for Wales. For example Administration, Finance.</p> <p>RSA Stage II Typing/Word Processing or equivalent.</p> <p>ECDL.</p>
KNOWLEDGE	<p>Familiarity with a range of IT packages including Microsoft Office.</p> <p>Sound knowledge of clerical and administrative procedures.</p> <p>Working knowledge of financial systems and processes.</p>	
SKILLS	<p>Problem solving.</p> <p>Decision making.</p> <p>Good IT skills, including Windows applications, Microsoft Office, particularly Word and Excel and bespoke CCTV systems.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to work accurately under pressure and to strict deadlines.</p> <p>Ability to relate to people at all levels and command respect.</p> <p>Accurate typing, keyboarding / data entry skills.</p>	<p>Welsh language skills.</p> <p>Ability to use data base systems including APP/Flare.</p>
EXPERIENCE	Experience of working within an administrative support team.	
OTHER	Enthusiastic and well motivated.	

CORE COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
Job Knowledge	Level 1: Understands the role to perform duties effectively and efficiently. Appreciates the need to support and respect equalities principles. Able to confidently answer questions on area of responsibility. Understands the impact of own work on others.
Communicating and Persuading	Level 2: Communicates with colleagues and customers in an appropriate way consistent with their level of understanding. Confirms understanding with others and shows appreciation of the views and opinions of colleagues and customers. Can find common ground on which to move forward.
Customer Service	Level 2: Ensures that customers feel that the service they have received is personal. Works effectively to resolve problems before they happen. Able to manage customers' expectations effectively. Has an effective rapport with customers building trust and confidence.
Innovation and Change	Level1: Open and receptive to new ideas. Looks at how can improve own job process to improve performance and makes suggestions for improvement. Adapts well to change.
Problem Solving	Level 1: Uses common sense to deal with routine issues. Can quickly identify a problem, establish the correct course of action from a limited range of well-established options and implement the right solution. Escalates problems to line manager or appropriate officer if the issue is non-routine.
Decision Making and Judgement	Level 2: Contributes to decision making. Makes decisions within the scope of the role. Takes action when opportunities present themselves and acts decisively as appropriate. Is able to justify and explain decisions and solve problems.
Planning and Organising	Level 2: Anticipates and plans how to deal with changes in workloads. Estimates accurately the time needed to complete work. Reprioritises work where necessary to accommodate urgent tasks whilst still achieving goals.
Personal Drive and Effectiveness	Level 2: Looks at opportunities to continuously improve performance, knowledge and skills. Delivers to plans and targets. Willingly accepts challenging goals. Works effectively without direct supervision. Displays resilience and tenacity to demands faced. Seeks feedback from others on own performance.
Teamwork	Level 2: Understands the impact of own role on others. Keeps colleagues updated and informed on what is being done. Is approachable and sensitive towards others. Builds productive relationships with colleagues and sees the collective benefits of pulling together.

MANAGEMENT COMPETENCIES

AREA OF COMPETENCE	COMPETENCIES
People	NA
Political Understanding	NA
Leadership	NA
Resources and Performance	NA

POST AUTHORISATION

HEAD OF SERVICE:	Robert Hartshorn	DATE:	07/04/2021
MANAGER:	Carl Nesling	DATE:	07/04/2021
HR:	Janine Harrington	DATE:	07/04/2021

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	

19.G CAERPHILLY CCBC - CCTV CAMERA SITE LOCATIONS

Camera No.	Location
1	Caerphilly bus station, near train station car park entrance
2	Caerphilly bus station train station entrance end
3	Cardiff Rd corner of Clive Street, Caerphilly
4	Cardiff Rd opposite Pentrebane Street, Caerphilly
5	Cardiff Rd corner of Stockland Street, Caerphilly
6	Cardiff Rd opposite St Fagans Street, Caerphilly
7	Cardiff Rd entrance to Court House public house, Caerphilly
8	Cardiff Rd outside Iceland supermarket, Caerphilly
9	Cardiff Rd opposite entrance to Twyn car park, Caerphilly
10	Castle Street & Castle Court shopping centre, Caerphilly
11	Piccadilly, Pontygwindy Road, Caerphilly
12	Crescent Rd car park entrance, Caerphilly
13	Crescent Rd car park second camera, Caerphilly
14	Crescent Rd car park third camera, Caerphilly
15	Crescent Rd car park fourth camera, Caerphilly
16	Penallta Rd, corner of Lewis Street, Caerphilly
17	High Street, outside library, Ystrad Mynach
18	Bedwlwyn Road, corner of Pengam Rd, Ystrad Mynach
19	Bedwlwyn Road, opposite Oakfield Street, Ystrad Mynach
20	Commercial Street, Pier Head buildings, Ystrad Mynach
22	Oakfield Street car park, Ystrad Mynach
23	Oakfield Street car park, Ystrad Mynach
24	Hengoed Viaduct, Maesycwmmmer End
25	Hengoed Viaduct, Hengoed End
26	O/S Wheatsheaf Public House, Caerphilly
27	O/S Wheatsheaf Public House, Caerphilly
28	Caerphilly Bus Station
30	The Square, opposite Main Square, Abertridwr
31	The Square, corner of Panteg public house, Abertridwr
32	The Square, by BT box, Abertridwr
33	Thomas St., opposite Kings Close, Abertridwr
34	Cardiff Road, Gilfach
35	St, Gwladys car park, Bargoed
36	Upper High Street, adjacent to Church Place, Bargoed
37	Upper High Street, Pier Head buildings, Bargoed

Camera No.	Location
38	High Street, opposite Cleopatra's nightclub, Bargoed
39	Hanbury Rd, by Baptist Church, Bargoed
40	Hanbury Rd, opposite Police Station, Bargoed
41	Hanbury Rd, outside new retail units
42	Bus station, top of bus station, Bargoed
43	Upper Cardiff Road, Post Office, Bargoed
44	Upper Cardiff Road, Cardiff Road, Bargoed
45	Hanbury Square
47	Hanbury Rd car park, car park steps, Bargoed
48	Hanbury Rd car park, fourth car park camera, Bargoed
49	Penllwyn
50	Bus Station car park, market traders car park, Blackwood
51	Bus Station car park, first car park camera, Blackwood
52	Bus Station car park, Market Square, Blackwood
53	Thorncombe Road car park, Blackwood
54	Thorncombe Road car park, Texaco Garage, Blackwood
55	High Street car park, Bridge Street, Blackwood
56	High Street car park, centre car park camera, Blackwood
57	High Street car park, bottom end of car park, Blackwood
58	Oakdale, Oakdale Square
59	High Street car park, Bridge Street, Blackwood
60	High Street, Gordan Road, Blackwood
61	High Street, opposite Wilkinson's Stores, Blackwood
62	High Street, entrance to Market Square, Blackwood
63	High Street, entrance to Market Place, Blackwood
64	High Street, Blackwood
65	High Street, Argos, Blackwood
66	High Street, opposite T/A's, Blackwood
67	Bus Station, bus station office end, Blackwood
68	Fochriw
69	High Street, Newbridge Memorial Hall, Newbridge
70	High Street, Police Station, Newbridge
71	West View, car park, Newbridge
72	High Street, Ty Newydd, Newbridge
73	High Street, Newbridge
74	High Street, Kwiksave, Newbridge
75	Victoria Terrace, North Road, Newbridge
76	North Road, Park entrance, Newbridge

Camera No.	Location
77	Lansbury Park, subway, Caerphilly
78	Lansbury Park, children's park, Caerphilly
79	Lansbury Park, centre of stretch, Caerphilly
80	Lansbury Park, bridge walkway, Caerphilly
81	Tan y Bryn Road, top, Rhymney
82	Tan y Bryn Road, middle, Rhymney
83	Tan y Bryn Road, bottom, Rhymney
84	Ty Coch, shop area, Rhymney
85	Ty Coch, No. 60, Rhymney
86	Ty Coch, Green area, Rhymney
87	Upper High Street, Rhymney
88	Merchant Street, Pontlottyn
89	Holly Road, Housing Office, Risca
90	Elm Drive, Risca
91	Tredegar Street, Park Area, Risca
92	High Street, Fleur De Lys
93	High Street, Fleur De Lys
94	Commercial Street, Risca House public house, Risca
95	Commercial Street, garage forecourt, Risca
96	Tredegar Street, Risca
97	Commercial Street, Nelson
98	High Street, Nelson
99	School Street, Llanbradach
100	High Street, Llanbradach
101	The Square, Gelligaer
102	Redeployable Camera – Location Varies
103	Riverside Park, Newbridge
104	Redeployable Camera – Location Varies
105	Jones Street, New Tredegar
106	Redeployable Camera – Location Varies
107	Redeployable Camera – Location Varies
108	The Square, Phillipstown
109	Redeployable Camera – Location Varies
110	Riverside Park, Newbridge
111	Redeployable Camera – Location Varies
112	Redeployable Camera – Location Varies
113	Holly Road, Risca
114	Redeployable Camera – Location Varies

Camera No.	Location
115	Redeployable Camera – Location Varies
116	Redeployable Camera – Location Varies
131	Heol Anuerin, Penyrheol
133	Central Avenue, Cefn Fforest
134	Bedwellty Road, Cefn Fforest
135	Bryn Surgery car park, Cefn Fforest
136	Victoria Road, Rhymney
137	High Street, Rhymney
138	High Street, Rhymney
139	Penllwyn Walk, Graig-y-Rhacca
140	Commecial Street, Aberbargoed
141	Commecial Street, Aberbargoed
142	High Street, Senghenydd
143	High Street, Senghenydd
159	Abertysswg
161	Risca Train Station
162	Risca Train Station
163	Risca Train Station
164	Risca Train Station subway
165	Risca Train Station subway
166	Newbridge Train Station
167	Bridge Street car park, Newbridge
168	Bridge Street car park, Newbridge
169	Bridge Street car park, Newbridge
170	Ebbw View Terrace, Newbridge
172	Railway Station Car Park, Bargoed
173	Railway Station Car Park, Bargoed
174	Railway Station Car Park, Bargoed
175	Railway Station Car Park, Bargoed
176	Railway Station Car Park, Bargoed
177	Chartist Bridge, Blackwood
178	Chartist Bridge, Blackwood
179	Trinant Square
180	Bus Station, Bargoed
181	Bus Station, Bargoed
182	Bus Station, Bargoed
183	Bus Station, Bargoed
184	Bus Station, Bargoed

Camera No.	Location
185	The Circle, Panside
187	Pengam Train Station
188	Pengam Train Station
189	Pengam Train Station
190	Pengam Train Station
191	Pengam Train Station
192	Pengam Train Station
193	Blackwood Bus Station
194	Blackwood Bus Station
195	Blackwood Bus Station
196	Blackwood Bus Station
197	Blackwood Bus Station
201	Wesley Road Car Park
202	Wesley Road Car Park
203	Blackwood Bus Station
204	Blackwood Bus Station Waiting room Static
205	Chartist Bridge Blackwood – Static
206	Chartist Bridge Blackwood – Static
207	Chartist Bridge Blackwood – Static
208	Chartist Bridge Blackwood – Static

REGISTER OF CONTROLLED DOCUMENTS

Document No.	Document Name	Version	Date	Remarks
CD 001	Vacancy Requisition – Business Case	01	06/20	
CD 002	Vacancy Requisition - Advertisement	01	06/20	
CD 003	Application Appendix	01	06/20	
CD 004	Application Form	01	06/20	
CD 006	Interview Rejection	01	06/20	
CD 007	Invitation to Interview	01	06/20	
CD 008	Record Immigration Permits	01	06/20	
CD 009	Medical History Questionnaire	01	06/20	
CD 010	Interview Progress	01	06/20	
CD 011	Night Worker Assessment	01	06/20	
CD 012	Offer provisional Employment	01	06/20	
CD 013	Induction Checklist	01	06/20	
CD014	Confirmation of Employment	01	06/20	
CD 015	Training Action Plan	01	06/20	
CD 016	121 Meeting	01	06/20	
CD 017	Record of Qualified Sign-off	01	06/20	
CD 018	Screening Progress	01	06/20	
CD 019	Oral Enquiry Employee	01	06/20	
CD 020	Oral Enquiry Personal Referee	01	06/20	
CD 021	Oral Enquiry School/College	01	06/20	
CD 022	Oral Enquiry Self Employed	01	06/20	
CD 023	Letter UBO	01	06/20	
CD 024	Employment Matrix	01	06/20	
CD 025	Written Confirmation Employer	01	06/20	
CD 026	Data Protection Authorisation	01	06/20	
CD 028	Request Information Employer	01	06/20	
CD 029	Declaration Confidentiality Screening	01	06/20	
CD 030	Statutory Declaration	01	06/20	
CD 031	Certificate of Completion Screening	01	06/20	
CD 032	Record Executive Sign-off	01	06/20	
CD 033	Confirmed Employment Status	01	06/20	

Document No.	Document Name	Version	Date	Remarks
CD 034	Training Evaluation	01	06/20	
CD 035	Induction Training Record	01	06/20	
CD 036	Basic Job Training	01	06/20	
CD 038	Assessment of Competence	01	06/20	
CD 039	Supervisory Training Record	01	06/20	
CD 039A	Supervisor Competency Ass	01	06/20	
CD 040	Annual Assessment	01	06/20	
CD 041	Contingency Training	01	06/20	
CD 042	Authorised Access List	01	06/20	
CD 043	Authorised Access Review	01	06/20	
CD 043A	Operator Audit	01	06/20	
CD 044	Risk Assessment	01	06/20	
CD 045	Incident Report Log	01	06/20	
CD 046	Record of Privacy Zones	01	06/20	
CD 046A	Privacy Zone Monitoring	01	06/20	
CD 048	Data Release to Media	01	06/20	
CD 049	Data Subject Access Request	01	06/20	
CD049A	Third Party Request	01	06/20	
CD049B	Request for Information under Section 29	01	06/20	
CD049C	Internal CCBC Request	01	06/20	
CD 050	Equipment Control	01	06/20	
CD 051	DVD Management Log	01	06/20	
CD 053	Stakeholder Complaint/Service Defect	01	06/20	
CD 054	Index of Complaints	01	06/20	
CD 055	Destruction Certificate	01	06/20	
CD 056	Visitors Book	01	06/20	
CD 057	RIPA Request	01	06/20	
CD 058	RIPA Cancellation	01	06/20	
CD 059	Suggestion Memo	01	06/20	
CD 060	Temporary Instruction	01	06/20	
CD 061	Approved Suppliers Questionnaire	01	06/20	
CD 062	Approved Suppliers List	01	06/20	
CD 063	Telephone Message	01	06/20	
CD 064	Audit Programme	01	06/20	

Document No.	Document Name	Version	Date	Remarks
CD 065	Internal Audit Checklist	01	06/20	CCBC to Provide
CD 066	Corrective Action Report	01	06/20	
CD 067	Audit Report	01	06/20	
CD 068	Dial Up CCTV Log	01	06/20	
CD 069	Dial Up CCTV Activations	01	06/20	
CD 070	Complaint Acknowledgement	01	06/20	
CD 071	Result of Complaint	01	06/20	
CD 073	Quarterly Management Meeting	01	06/20	
CD 074	Annual Review	01	06/20	
CD 075	Review Outputs	01	06/20	
CD 076	Resignation Acknowledgement	01	06/20	
CD 077	Exit Interview	01	06/20	
CD 078	SIA Monitoring	01	06/20	
CD 079	Request for Mobile CCTV	01	06/20	
CD 079A	Mobile DVD Recording Log	01	06/20	
CD 079B	Mobile Incident Log	01	06/20	
CD 080	Deployment Request 4G Camera	01	06/20	
CD 081	Hard Drive Issue / Return	01	06/20	

19.1 Amendment Control Sheet

AMENDMENT CONTROL SHEET

[illegible]