

## Derby City Council - CCTV Access Control

AUDIT RECOMMENDATIONS					MANAGEMENT RESPONSES		
Rec No.	Risk Rating	Summary of Weakness (Issue)	Issue Accepted	Suggested Action (Recommendation)	Action Details Inc. alternative solution (If no action please state reasons)	Officer Responsible	Implementation Date (dd/mm/yyyy)
1	Moderate Risk	We found that responsibility for the CCTV equipment and footage was split over three different Managers in three Departments and two Directorates. There was no operational single point of contact for all matters relating to surveillance cameras.	YES	We recommend that a review is undertaken of the management of CCTV equipment and camera footage across the Council with a view to consolidating management and responsibility with one Manager/Department. This would be in line with a recent suggestion from the Surveillance Camera Commissioner that local authorities should appoint an operational single point of contact for all matters relating to surveillance cameras.	Agree. I understand the practical problems we have been facing are due to budget cuts made in 2015/16 which has left the Service with a capacity issue.  That said, a significant risk such as this needs to be mitigated and given some priority.	Head of Community Safety and Partnerships	31/10/2019
2	Low Risk	Surveillance cameras installed at the multi-story car parks were used primarily by the car park operator to monitor the equipment used to manage the site. This had led to a lack of clarity over their purpose and the processes required in order to control their use.	YES	We recommend that the Civil Enforcement and Parking Services Team Manager confirm the reason for operating surveillance cameras at the multi-storey car parks and ensure that all practices and documentation (for example Privacy Impact Assessments) are aligned.	The contract with the multi surface carpark operator defines the purpose of the CCTV cameras as "to enable Disabled Blue Badge holders to enjoy their discounted parking and to assist with dealing with customer queries."  Discussions will be held with the relevant Cabinet Member with the recommendation that the actual purpose of multi-story car park CCTV cameras should be aligned with the contract.	Civil Enforcement and Parking Services Team Manager	30/11/2019
6	Low Risk	There were no procedures in place to cover the management of the public place and car park CCTV systems and processes.	YES	We recommend that procedure notes are produced for the public place and surface car park and multi-storey car parks CCTV camera systems and processes.	<u>Multi-Storey Car Parks - Civil Enforcement and Parking Services Team Manager</u>  The contract with the multi surface carpark operator defines the purpose of the CCTV cameras as "to enable Disabled Blue Badge holders to enjoy their discounted parking and to assist with dealing with customer queries."  The proposal is to align actual practice with the contract after approval is received from the relevant Cabinet Member. If this is approved the cameras will only be used to view those areas necessary to operate the car park and no footage or images will be retained. In this case, procedure notes will not be necessary.	Civil Enforcement and Parking Services Team Manager	30/11/2019
7	Low Risk	There were no clear and consistent statements of data retention periods for the areas covered by CCTV cameras.	YES	We recommend that the CCTV Privacy Impact Assessments and any new or revised procedure notes are reviewed to ensure that the data retention period for camera images and footage are defined and in line with the Surveillance Policy (or an extended period agreed with Information Governance).	<u>Multi-Storey Car Parks - Civil Enforcement and Parking Services Team Manager</u>  The contract with the multi surface carpark operator defines the purpose of the CCTV cameras as "to enable Disabled Blue Badge holders to enjoy their discounted parking and to assist with dealing with customer queries."  The proposal is to align actual practice with the contract after approval is received from the relevant Cabinet Member. If this is approved the cameras will only be used to view those areas necessary to operate the car park and no footage or images will be retained.	Civil Enforcement and Parking Services Team Manager	30/11/2019

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8	Low Risk	The retention period used for multi-storey car parks is inappropriate. If the primary purpose of operating the cameras was the prevention of disorder or crime the retention period is too short. If the purpose is the management and monitoring of car park equipment it is too long.	YES	We recommend that the purpose of the surveillance cameras installed at the multi-storey car parks should be clearly defined and the retention period for camera footage should be set appropriately	The contract with the multi surface carpark operator defines the purpose of the CCTV cameras as "to enable Disabled Blue Badge holders to enjoy their discounted parking and to assist with dealing with customer queries."  The proposal is to align actual practice with the contract after approval is received from the relevant Cabinet Member. If this is approved the cameras will only be used to view those areas necessary to operate the car park and no footage or images will be retained.	Civil Enforcement and Parking Services Team Manager	30/11/2019
13	Moderate Risk	There are insufficient controls to prevent unauthorised access to public spaces CCTV images by Civil Enforcement and Urban Traffic Control staff.	YES	We recommend that the Council take steps to provide an installation were public spaces and surface level CCTV footage can only be viewed by appropriate and authorised personnel.	Agree. I understand the practical problems we have been facing are due to budget cuts made in 2015/16 which has left the Service with a capacity issue.  That said, a significant risk such as this needs to be mitigated and given some priority.	Head of Community Safety and Partnerships	31/10/2019
15	Moderate Risk	Ownership of and responsibility for the servers used to store CCTV images is not clearly defined.	YES	We recommend that the Council review the status of the servers used to store CCTV images, ensure that responsibility for the servers is clearly defined and provide them with the same level of support and protection as all other Council hardware.	Agree. I understand the practical problems we have been facing are due to budget cuts made in 2015/16 which has left the Service with a capacity issue.  That said, a significant risk such as this needs to be mitigated and given some priority.	Head of Community Safety and Partnerships	31/10/2019
16	Moderate Risk	The footage from some of the CCTV cameras used by the Council was of poor quality and would have limited value to an investigation.	YES	We recommend that the Council review all operational cameras and implement a corporate, harmonized replacement/upgrade plan to ensure that the footage is captured and is fit for purpose.	Agree. I understand the practical problems we have been facing are due to budget cuts made in 2015/16 which has left the Service with a capacity issue.  That said, a significant risk such as this needs to be mitigated and given some priority.	Head of Community Safety and Partnerships	31/10/2019