**SOP 25**

**BODY WORN VIDEO CAMERA PROCEDURE**

**1.0 Purpose**

To ensure that photographic evidence obtained by overt methods (namely Body Worn Video (BWV) cameras) can be secured for evidence at the scenes of incidents and crimes for the purpose of the detection and prevention of crime.

All authorised users of BWV cameras have a legal obligation to ensure the protection of Human Rights of the Client staff, patients and visitors in the operation of mobile BWV Cameras.

This procedure provides information on how Compass, working on behalf of Client, complies with the legal requirements of direct surveillance when utilising BWV cameras.

**2.0 Scope**

This procedure covers the methodology and usage by all authorised users who wear and operate BWV cameras which include Local Security Management Specialists, designated Managers, Security Supervisors, Security and Car Parking Officers working for and on behalf of Client.

BWV cameras will be stored on the premises of client and used in accordance with the Information Commissioners Code of Practice for the Management of the use of Body Worn Camera systems. Client premises will display relevant awareness signage to support the wearing of a BWV camera by authorised users during their day to day operations.

1. **Aim to:**

* Reduce incidents of violence, aggression, verbal abuse, anti-social behaviour and malicious complaints on Client premises.
* Provide BWC operators with optical and audio evidence technological solution that will improve imposing legal sanctions against perpetrators.
* Reduce challenges to BWC operators and provide comprehensive evidence in court.
* Provide support and evidence when dealing with malicious complaints made against Client personnel and their contractors.

**4.0 Responsibilities**

The Compass Security and Car Parking Manager supported by the Compass Facilities Manager (Logistics) has overall responsibility for ensuring all authorised users of the BWV camera system comply with this procedure in liaison with the Client Strategic Local Security Management Specialist. All authorised personnel are responsible for following this procedure when operating and wearing BWV cameras.

The Data Protection Act 1998 (DPA) is legislation that regulates the processing of ‘personal data’ or ‘sensitive personal data’, whether processed on computer, CCTV, stills camera or any other media. Any recorded image that is aimed at identifying a particular person or learning about their activities is described as personal data and is covered by the DPA; this is therefore likely to include all images and speech captured using Body cameras. The Information Commissioner is the regulator of the Act and has enforcement powers where it is suspected that provisions of the DPA have been contravened. All designated users of BWV camera systems must adhere to the ICO Surveillance Code of Practice.

The System Manager (Compass Security / Facilities Manager for Logistics) must ensure that the recorded data is held and used in line with the Data Protection Act 1998, in liaison with the Client Strategic Local Security Management Specialist

All authorised users of the BWV camera system must ensure where possible that staff, patient and visitors dignity is protected, unless the incident becomes verbally abusive, physically threatening or a criminal act is taking place. Any recorded images must be stored and used in line with the DPA and CCTV Codes of conduct in relation to confidentiality.

1. **Restricted Activities**

Only authorised persons (namely LSMS’s and Security Supervisors) may view the BWV footage through the software system provided. The BWV operator/s shall not use the BWV camera to undertake any surveillance activities other than those connected to the stated aims of the system.

**6.0 Procedure**

**Booking-out Equipment**

There are currently \_\_\_\_\_\_ BWV cameras available for use at \_\_\_\_\_\_\_\_\_\_. One camera on each site will be retained for use by the LSMS’s and be retained in their respective office. LSMS’s must comply with this procedure and complete the attached documents (see Appendices) when their cameras are utilised.

During each shift the Security Supervisor must allocate/assign BWV cameras to Security and Car Parking Officers at both hospitals and ensure they are operational throughout the shift. Any remaining BWV cameras will be available for use by those designated as authorised users as and when required.

All security and car parking cameras will be stored in a secure and suitable area within the Security Control Rooms at each respective hospital, along with any batteries and supporting equipment. The Security Supervisor will be responsible for maintaining the security of the cameras and the allocation to car parking and security staff who have been instructed in its use. They will ensure that a suitable issue and returns log is available for audit and accountability purposes. (Appendix 2)

When issued with the equipment the user will ensure that it is working correctly. This process will include the following basic checks:

* Unit is correctly assembled.
* Recording picture is the right way up.
* Sound recording level is appropriate to use.
* Date and time stamp is accurate.

**Recording Events**

Recordings should only be made in situations where the BWV user decides to take some form of action,or make an intervention e.g. violence prevention. All recordings have the potential to be used in evidence even if it appears at the time that this is unlikely. It is important to record as much of an incident as possible. Recording should begin at the earliest opportunity at the start of an event.

It is crucial that the authorised user wearing the BWV camera informs the person(s), the surrounding staff / public that images and audio footage of the area is being recorded. The officer must do this at the earliest, practical and safest opportunity using words similar to these or to the same effect:

**“*Sir / madam, your behaviour has now become unacceptable / threatening and you are now being recorded”***

If the recording has started prior to arrival at the scene of an incident, the user is to, announce to those present (as soon as possible after arrival) that recording is taking place and that actions and sounds are being recordedusing words similar to these or to the same effect:

***“Everything you say and do is being recorded on video”.***

**Image Capture**

At the start of any recording, the user is to, where possible, make a verbal announcement to indicate why the recording has been activated. If possible, this is to include: date, time, location, the nature of the incident, and the confirmation to those present that the incident is now being recorded using both video and audio recordings.

Unless circumstances dictate otherwise, recording must continue uninterrupted from the start of recording until the conclusion of the incident. It is advisable that the member of staff continues to record for a short period after any incident to clearly demonstrate to any subsequent viewer that the incident has concluded and that the user has resumed to other activities.

Prior to concluding recording, the user is to make a verbal announcement to indicate the reason for ending the recording. This is to state: date, time, location; and the reason for concluding the recording.

When an incident has been recorded the officer must return back to the Security Control Room to document the data and allow the LSMS and/or Security Supervisor to view the video footage for relevant evidence and quality purposes. The BWV Camera Recording Log must then be completed by the LSMS and/or Security Supervisor. (Appendix 3)

**Selective Capture and Bookmarking**

Selective capture is the user making a choice of when to record and when not to record. The nature of some incidents may make it necessary for the user to consider the justification for continuing to record throughout an entire incident. In cases where the user does interrupt or cease recording, they are to record the decision including the grounds for making such a decision.

**Transfer of images to BWV Evidence Management Software System**

Before completion of duty the BWV user will return the BWV camera to the shift Security Supervisor or LSMS who will transfer all data from the camera to the BWV Evidence Management Software System (EMSS) for storage and retention. The transferred data will be managed by LSMS’s + Security Supervisors only.

Any recordings that require retention for evidence in court proceedings will be deemed as **evidence** and as such are to be recorded as evidence through the BWV EMSS. This footage will be retained in accordance with the organisations requirements and in line with current legislation – being held securely by either a Security Supervisor or an LSMS. Non-evidential footage will be erased after 31 days in accordance with Home Office guidance.

**Technical Standards**

The data captured via the BWV cameras is secured by encryption coupled with password controlled access levels and a full audit trail maintained in the EMSS.

The Compass Security & Car Parking Manager has overall responsibility for the EMSS system and will authorise access rights accordingly dependent on role / responsibility within the Client.

**Release of Data**

It is envisaged that only the following will have access rights to view and release captured video data:

* Compass Security and Car Parking Manager
* Compass Facilities Manager – Logistics
* Local Security Management Specialist
* Security Management Director
* Security Supervisors (subject to formal authorisation in-line with Client Information Governance protocols).

When a request for CCTV images has been requested this must be a written request using a formal Subject Access Request form completed and submitted within 28 days of the incident to the Client, and the person requesting the footage MUST bring relevant ID in relation to the request. At review/copy/seizure everything must be documented and witnessed, and only those requesting the information should be allowed to view it. Please ensure that no other person’s confidentiality is broken. Contact must be made with the Client Strategic LSMS (or Security Management Director in her absence) for advice if required.

All Security Officers must document on the BWV Review Log (Appendix 4) any recorded images that are to be reviewed by authorized persons. The CD/DVD Seizure log (Appendix 5) is to be completed whenever the recorded images are recorded onto a disc to be taken away.

A copy of all forms relating to the processing of BWV camera processing must be retained for audit and accountability purposes and these will be held securely by the Compass Security and Car Parking Manager.

All Security staff must be aware of the DATA PROTECTION ACT 1998

**Deletion of Images**

There are no circumstances in which the unauthorised deletion by the user or other person of any images that have already been recorded can be justified, and any such action may result in legal or disciplinary proceedings.

All non-evidential data will be retained on BWV EMSS for 31 days and then deleted automatically through the system.

**Return of Equipment**

When the BWV camera equipment is no longer required, or on shift handover, it will be returned to the appropriate storage facility, which is situated in the Security Control Rooms.

The Security Supervisor will ensure that all equipment is in working order and suitable for re-issue. Any damage or malfunctions must be reported to the Security Supervisor on duty at the time. Care is to be taken to ensure that the device and any batteries are placed on charge for the next user.

**Responsibilities: User**

All users of the BWV camera system will have received basic instruction in the use and legislation surrounding BWV camera prior to any use.

The user in charge of the BWV camera must sign a Work Instructions Form (Appendix 1) for the use of the BWV camera. This document will explain when to activate the BWV camera unit and give guidance of when and how to provide credible evidence using the BWV camera system. A signed Work Instruction Form for each user must be filed and held on record for audit and traceability purposes by the Compass Security and Car Parking Manager.

It is the responsibility of the BWV user to ensure that:

* Equipment is checked prior to deployment to ensure it is working correctly.
* Batteries are charged prior to use and immediately recharged on return.
* Time and date settings are accurate.
* Camera lenses are clean and the picture quality is suitable.
* The camera lens is aimed and focused appropriately to capture evidence.
* Body Camera legislation and guidance is complied with.
* Footage is only viewed if there is a bona-fide reason for viewing and are authorised to do so.
* All faults with the BWC and associated equipment are reported to the Security Supervisor at the earliest opportunity.

**6.0 Process Detail**

All authorised users must have undertaken the training required to operate the equipment/system

All authorised users MUST when using a BWV camera complete the signing in/out sheet (issues/returns form) for continuity. This form must be kept in the Security Control Room. A copy of this form detailed in Appendix 2.

When an incident has been recorded the user must return back to the Security Control Room to document the data and allow the Security Supervisor and/or LSMS to view the video footage for evidence and quality purposes. The BWV camera recording log must then be completed by the Security Supervisor.

Release of footage must be in accordance with Client Information Governance Policy.

**7.0 Competencies**

All authorised users will be fully trained in the use of BWV cameras and hold the Security Industry Authority (SIA) Public Space Surveillance (CCTV) licence where applicable to role.

**8.0 Confidentiality**

All authorised users must be aware of the DATA PROTECTION ACT 1998

The EMSS Manager (Security and Car Parking Manager) must ensure that the recorded data is held and used in line with the Data Protection Act 1998.

Authorised users wearing the BWV cameras must ensure where possible that staff, patient and visitors dignity is protected, unless the incident becomes verbally abusive, physically threatening or a criminal act is taking place. Any recorded images must be stored and used in line with the Data Protection Act and CCTV Codes of conduct in relation to confidentiality.

**9.0 Reference Documents**

This document should be read in conjunction with the following documents:

* Client Security Management Policy.
* Client Information Governance Policy.
* Data Protection Act 1998

[www.legislation.gov.uk/UKPGA/1998/29/contents](http://www.legislation.gov.uk/UKPGA/1998/29/contents)

* Criminal Procedure and Investigations Act 1996 <http://www.opsi.gov.uk/acts/acts1996/ukpga_19960025_en_1>
* Freedom of Information Act 2000

<http://www.opsi.gov.uk/acts/acts2000/ukpga_20000036_en_1>

* Human Rights Act 1998

[www.legislation.gov.uk/ukpga/1998/42/contents](http://www.legislation.gov.uk/ukpga/1998/42/contents)

* Police and Criminal Evidence Act 1984

www.legislation.gov.uk/ukpga/1984/60/contents

**10.0 This document is issued to:**

* All Security And Car Parking Personnel (Client and Compass)
* All Local Security Management Specialists (Client and Compass)

**11.0 Appendices**

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1. Body Worn Video Camera Work Instruction
2. Body Camera Issue / Return Form
3. Body Camera Recording Log
4. Body Camera Review Log
5. CD/DVD Seizure Log

**Appendix 1**

**BODY WORN VIDEO CAMERA WORK INSTRUCTION**

**WHEN TO ACTIVATE THE BODY WORN VIDEO CAMERA UNIT.**

1. When the officer believes that an incident is about to or is occurring.

**Types of Incident:**

1. Acts or threats of Violence.
2. Acts of Verbal or Racial abuse.
3. Where the officer believes there is a threat to him/herself, NHS staff, patients and or visitors (i.e. Allegations of misconduct, strange behaviour (Suspected Mental Health issues) etc.
4. Criminal Acts or Acts of Anti-Social Behaviour (i.e. littering, smoking in Undesignated areas, Vandalism, Criminal damage etc).
5. The authorised user operating the Body Worn Video Camera Unit must always where possible protect the dignity of any person or persons being recorded unless to do so would mean the images being recorded would not capture the Criminal Act or incident which was occurring. The Officer must remember that audio recording is taking place and actual images may not be required if there is no direct or immediate threat to the Security Team, NHS staff or members of the public.

**WHEN NOT TO ACTIVATE THE BODY WORN VIDEO CAMERA UNIT.**

1. To provide recorded images for any media forum except those set out in the CCTV codes of practice and Contract Security Assignment Instructions.
2. Outside the line of duty
3. To deliberately embarrass or take away the dignity of another.
4. Outside of the client premises unless a criminal act is taking place.
5. If a warning of the recording has not been given unless in an emergency situation.

**Any breaches of these instructions may be seen as an act of Gross Misconduct and may lead to disciplinary action including dismissal.**

I ………………………………., have read and understood the above instructions.

Date:

Signature:

**Appendix 2**

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| **BODY CAMERA ISSUE/ RETURN LOG Camera No.** | | | | | | |
| **Date** | **Name** | **Shift** | **Time Out** | **Signature** | **Time In** | **Signature** |
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**When complete this page must be forwarded to the Security Manager for retention Date of final entry:-\_\_\_\_\_\_\_\_\_\_\_**

**Appendix 3**

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| **Week Commencing : BODY CAMERA RECORDING LOG Camera Number:** | | | | | | | | | | | |
|  | **MON** | **TUE** | **WED** | **THURS** | | **FRI** | | | **SAT** | **SUN** | |
| Log No. |  |  |  |  | |  | | |  |  | |
| Officer |  |  |  |  | |  | | |  |  | |
| Date / Time Start |  |  |  |  | |  | | |  |  | |
| Time Finish |  |  |  |  | |  | | |  |  | |
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| Officer |  |  |  |  | |  | | |  |  | |
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| Type of Incident |  |  |  |  | |  | | |  |  | |
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| Officer |  |  |  |  | |  | | |  |  | |
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| Time Finish |  |  |  |  | |  | | |  |  | |
| Type of Incident |  |  |  |  | |  | | |  |  | |

**Appendix 4 BODY CAMERA REVIEW LOG**

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| **Log No & Cam No** | **Date of Review** | **Time of Review** | **Brief Description of Incident, Location & Approximate Time** | **Crime Ref. Number** | **Police Officer Name and Number** | **CCTV Operator Signature** | **Burned for Seizure Purposes? Yes/No** | **Seized?**  **Seizure Log Completed? Yes/No** | |
| *1234* | *23/01/12* | *13:55:06* | *Act of verbal abuse/A&E/17:00hrs* | *cw1223/01009* | *Smith 123* |  | *YES* | *YES* | |
| *Cam 1.* |  |  |  |  |  |  |  |  | |
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**Appendix 5**

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| **CD / DVD Ref. No. Log**  **& Camera Number** | **Date of Seizure** | **Time of Seizure** | **No of Burned Copies** | **Original remains at source? Yes/No** | **Police Officer to Print Name & No** | **Police Officer Signature** | **Security Supervisors Signature** | **Record Date if CD / DVD Returned** |
| *1234 Cam 1.* | *23/01/12* | *10:00:00* | *1* | *YES* | *PC Smith 1234* |  |  |  |
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