

Accountability and Public Information

I The Public

- a) For reasons of security and confidentiality, access to the CCTV monitoring room is restricted in accordance with this Code of Practice. However, in the interest of openness and accountability, anyone wishing to visit the room may be permitted to do so, subject to the approval of, and after making prior arrangements with, the manager of the System.
- b) Cameras will not be used to look into private residential property.
- c) A member of the public wishing to register a complaint with regard to any aspect of the Hart District Council CCTV System may do so by contacting the Civic Offices. Any such complaint will be dealt with in accordance with existing disciplinary procedures and regulations to which all members of Hart District Council including the CCTV operators, are subject.

II System owner

- a) Lesley Trusler, Community and Partnerships Manager, named at appendix A, being the nominated representative of the system owner, will have unrestricted personal access to the CCTV monitoring room and will be responsible for receiving regular and frequent reports from the CCTV supervisor.
- b) Hart District Council may nominate a committee with a specific responsibility for receiving and considering those reports.

III **System manager**

- a) The nominated manager named at appendix A will have day-to-day responsibility for the system as a whole.
- b) The system will be audited by the Chief Internal Auditor, or nominated deputy whose organisational level of responsibility is at least equal to that of the system manager, but not the system manager.

- b) The system manager will ensure that every complaint is acknowledged in writing within seven working days and advised to the System owner. He will also advise the complainant of the enquiry procedure to be undertaken.

IV. **Public Information**

- a) **Code of Practice:** A copy of this Code of Practice will be made available on request. Copies will also be available for inspection at the Civic Offices and Fleet and Yateley police stations.
- b) **Signs:** Signs will be placed in the locality of the cameras. The signs will indicate:
 - i) The presence of CCTV monitoring,
 - ii) The 'ownership' of the system, i.e. Hart District Council,
 - iii) The purpose of surveillance e.g. helping to prevent crime and promote Community Safety.