



WIGAN COUNCIL

BODY WORN VIDEO (BWV) CODE OF PRACTICE

POLICY STATEMENT

This Body Worn Video (BWV) Camera Code of Practice gives valuable guidance as to when the use of BWV cameras is considered to be beneficial. It should always be used in conjunction with Wigan Council's Environmental Enforcement, Education strategy and Council Tax Recovery Policy and not as a sole means of enforcement.

Our aim will be to use BWV cameras to assist in the operational enforcement duties of our Environmental Enforcement Officers and Council Tax Enforcement Officers and as such will be used in the following key areas: -

- Waste Accumulation Investigations
- Fly Tipping Investigations
- Littering Enforcement
- Dog Fouling Enforcement
- Roadside Vehicle Inspections (in joint operations with Police)
- Parking Enforcement
- Council Tax Enforcement

This list of purposes where BWV cameras will be used may be added to in the future should there be the evidence to support the need, therefore Wigan Council does reserve the right extend the use of BWV if it is necessary and proportionate.

The introduction of BWV allows enforcement personnel to record exactly what happened, what was said and when, in an indisputable format. Their use will be in accordance with our policy/process and should be:

- Enforcement related.
- Incident specific
- Proportionate
- Legitimate
- Necessary
- Justifiable

This policy and the following guidance for the use of BWV cameras, details when they should be utilised for overt video/audio recording. This document will:

- Deter members of the public from verbally or physically abusing our officers when they are carrying their lawful duties.
- Assist in the issuing of Fixed Penalty Notices (FPN's) and help identify offenders.
- Assist in the protection of Civil Enforcement Officers when carrying out their duties.
- Assist in evidence gathering for civil prosecutions for environmental crime.
- Assist in providing the Council, and other organisations as authorised with necessary evidence upon which to take criminal and civil actions in the Courts.
- Assist Wigan Council in complying with their legal obligations on the Health and Safety of its employees.
- Prevention and detection of crime
- Assist in the investigation of allegations of inappropriate conduct by officers.
- Reduce complaints against officers and ease complaint management.
- Support de-escalation and conflict management
- Preserve the Reputation Management of the Authority

This use of BWV cameras and its policies, procedures, and associated documentation, will at all times comply with National Legislation and any Statutory Acts that are in place to safeguard the use BWV for overt video/audio recording.

Once the use of BWV cameras has been introduced there will be an annual independent audit of the system and protocols with any recommendations implemented at the earliest opportunity.

It is also the intention of Wigan Council that the policies, procedures and associated documentation will be subject to further auditing to achieve accreditation from the National Security Inspectorate (NSI) to the British Standards (BS) 8593:2017. In addition, the BWV cameras and associated documentation will also be subjected to the Surveillance Camera Commissioners (SCC) annual audits.

Consultation process took place with our Environmental Enforcement officers, partner agencies and the public by way of publicising online, our intention to use BWV cameras for the original purposes and inviting them to submit their comments or complaints via the following website link. <https://www.wigan.gov.uk/Council/Contact-us/Council-Complaints.aspx>
A full cabinet report on the use of BWV cameras has been submitted and received approval for the use of these systems within Wigan Borough.
The use of Body Worn Cameras for certified Enforcement Agents is being recommended by the government to protect customers and Enforcement Agents.

Reviews of this BWV Code of Practice will be undertaken periodically and when necessary be ratified, however, should any person feel the need to make a formal complaint on the use of BWV cameras for the specified purposes or this Codes of Practice they can submit their complaint via the above website link.

1. INTRODUCTION

- 1.1 This Code of Practice sets out the aims and objectives of Wigan Council in its use of BWV cameras and will be a living document that will be reviewed on a regular basis to reflect any futures changes in National Legislation. This document will also be available on Wigan Council's website to ensure that there is always transparency on the use of BWV.
- 1.2 Wigan Council are responsible for providing the service of protecting the environment within the Borough, to support the Council in achieving this objective they have in place policies and procedures to both educate and enforce National Legislation.
- 1.3 As part of the ongoing review of how Wigan Council deliver on this objective it has been decided to introduce the use of BWV cameras with audio capability for our Environmental Enforcement team.
- 1.4 As part of the transfer of Parking Enforcement, Car Park Management and Security Services into the Council from a private provider it has also been decided appropriate to extend the use of BMV cameras with audio capability for our Parking Enforcement team.
- 1.5 The use of BWV cameras will support our officers in obtaining the necessary evidence to assist in the issuing of Fixed Penalty Notices (FPN's) to assist in evidence gathering for civil prosecutions act as a deterrent to acts of aggression, verbal and physical abuse towards our officers and introduce additional Health and Safety measures into their role.
- 1.6 Video and/or audio evidence obtained from using BWV cameras could be used in cases when FPN's are being challenged in a civil court and in other civil prosecutions undertaken by Wigan Council e.g., the illegal disposal of trade waste. It must also be noted that evidence obtained may be shared with the Police and the Judicial system in general should there be the requirement*.
- 1.7 The BWV cameras will be provided to authorised officers within the Environmental and Enforcement Team, the Parking Enforcement Team, and Council Tax Recovery team as part of their Personal Protective Equipment (PPE). However, Wigan Council will reserve the right to introduce BWV to other teams within the Council should there be the need and at the direction of Senior Management.

2. LEGISLATION

- 2.1 The BWV cameras will be used in accordance with the following National Legislation and Guidance at all times.
 - UK General Data Protection Regulation
 - Data protection Act 2018
 - Human Rights Act 1998
 - Freedom of Information Act 2000
 - Protection of Freedoms Act 2012
 - Information Commissioners CCTV Codes of Practice
 - Surveillance Camera Commissioners Codes of Practice
 - British Standards BS 8593:2017

Website links to the above legislation and guidance is at Appendix 1

3. OPERATIONAL AREAS FOR USE OF BWV CAMERAS

3.1 The use of BWV cameras by the Environmental and Parking Enforcement teams will assist them to deliver their service more effectively and efficiently. The team undertake a wide range of duties, however, as indicated within the policy statement it is anticipated that the following are the key duties where the use BWV cameras will play an integral part, along with the caveat that Wigan Council does reserve the right extend the use of BWV cameras to other Council teams.

- Waste Accumulation Investigations
- Fly Tipping Investigations
- Littering Enforcement
- Dog Fouling Enforcement
- Roadside Vehicle Inspections (in joint operations with Police)
- Parking Enforcement
- During visits to residential properties

4. BWV CAMERAS

4.1 The type of BWV cameras will vary during the lifetime of use by the Environmental and Parking Enforcement teams and Council Tax Enforcement, this will be to ensure that whatever product is utilised it will be compatible with any changes in National Legislation relating to surveillance.

4.2 The current BWV camera Reveal D3 is compliant to the FCC & CE standards and has a protection rating of IP65.

4.3 The current BWV camera in use is an encrypted video and audio which can be activated manually.

5. TRAINING

5.1 Environmental and Parking Enforcement and Council Tax Enforcement agents have undergone training in the use of the use of BWV cameras. The training will include all aspects of the operational areas of use, use of the BWV cameras, administration software, auditing software and the general day to day operational use.

5.2 Input on National Legislation and Guidance that pertains to the use of BWV cameras was also included thereby always ensuring that the officers are acting within and in accordance with the law. This training will ensure that all the officers will be able to demonstrate that they are qualified in the use of BWV cameras.

6. USE OF BWV CAMERAS BY ENVIRONMENTAL AND PARKING ENFORCEMENT OFFICERS AND BY COUNCIL TAX ENFORCEMENT BY AUTHORISED WIGAN COUNCIL STAFF.

6.1 Each officer should always have their BWV camera clearly visible and it must be worn on the front of their work ware in the camera harness. They must also have a clearly visible warning sign on the front of their work ware that the public are fully aware when they are using their BWV camera and audio to record the events. To ensure that there are no ambiguities surrounding the use of BWV cameras then it would also be beneficial for the officer to verbally inform the member of the public that the BWV is in use.

6.2 The officer should confirm to the member of the public when they have used the BWV camera system and give them the information relating to how they can apply for access to the recorded

data.

- 6.3 Should the member of the public wish to make a complaint about any aspect of the use of the BWV camera or the data process thereafter then they should be given the information relating to how they can make the formal complaint.

7. DATA MANAGEMENT

7.1 All the images that are recorded by BWV will be downloaded onto a designated Secure server at the conclusion of the officer's tour of duty, where the camera has been switched on, and the recorded data will automatically be accessible through the Council's secure network thereafter. On next use the camera will therefore be clean of the previous day's images.

7.2 All the images downloaded will be retained for a maximum of 60 days to allow for enough time.

from when the notification of action being taken against an individual is issued or a Fixed Penalty Notice is issued to an individual. This time lapse is needed to ensure that should there be a challenge by an individual then the Authorised Officer will have sufficient time to use the recorded data as part of their prosecution case.

7.3 If recorded data is used in any formal proceedings, then it will be retained for up to 12 months thereafter to allow for any appeals or challenges that may follow the conclusion of the case. However, we do reserve the right to retain recorded data beyond the 12-month period should there be a legitimate reason to do so. Any request to retain the data would have to be made to the Service Manager or Operational Manager of the relevant authorised team. 

7.4 BWV can collect valuable evidence for use in criminal prosecutions, therefore each individual Environmental or Parking Enforcement Officer should act with integrity and transparency as potentially the data recorded could provide objective evidence of controversial events. The use of BWV offers protection for both members of the public and council staff. However, this justification may be closely scrutinised by a court, hence BWV recordings will not be retained for longer than 60 days where there is no clear evidence of an offence/contravention, unless some other good reason exists for their retention.

7.5 All requests for access to data by the individual data subject, external agencies or Internal Directorates will be processed through the protocols and procedures of the CCTV & Risk Management team, therefore, all enquiries or requests for access to data should be made to or forwarded to that team. Copies of the relevant access to data forms in relation to the BWV camera recordings for the public, partner agencies and internal directorates is at Appendix 2

7.6 The downloading of data can only be undertaken by specifically nominated officers who will be authorised to both download and release the data in accordance with the protocols and procedures of the CCTV & Risk Management team.

8. CCTV MONITORING SUITE

Access to and Security of Monitoring Suite and Operational Standards

8.1 Access to view monitors, whether to operate the equipment or to view the images, is limited to authorised staff with that responsibility.

8.2 Only authorised personnel, including the Police are to be admitted to the control room. The names and photographs of all authorised personnel are to be held within both the organisational access control system and the sections InVentry system and all such staff and Police must carry an

official identification card.

- 8.3 Visits by non-authorized personnel for example, Councillors and Council employees can only be authorized by the Director of Environment Places Directorate. However, this responsibility is delegated to the CCTV & Risk Manager.
- 8.4 Visitors will only be allowed access to the control room if the visit has been authorized in advance. An authorized member of staff must accompany all visitors and ensure that they register on the sections InVentry system before entering and exiting the control room.
- 8.5 Access to or the display of monitors shall not be allowed except for lawful, proper and sufficient reasons and, on such occasions, adequate precautions shall be in place to ensure security and privacy of individuals and information.
- 8.6 The CCTV monitoring suite shall operate to a recognised "National Security Inspectorate (NSI) Standard" ensuring that "best practice" and strict security procedures are maintained at all times and to British Standard (BS) requirements.
- 8.7 The CCTV monitoring suite has been awarded NSI Guarding Silver approval for the category of, Management and Operation of Closed-Circuit Television (CCTV) Scheme in accordance with the requirements of BS 7958:2015 and BS 7858:2012
- 8.8 All staff employed within the CCTV & Risk Management team shall undergo security screening in accordance with BS 7858:2012
- 8.9 All monitoring suite staff shall undergo Greater Manchester Police Non-Police Personnel Vetting
- 8.10 All monitoring suite staff shall be trained accordingly and licensed by the Security Industry Authority (SIA) Monthly checks of each officers SIA status will be undertaken by a senior officer, copies of the outcome of the checks will be held within the Central Watch Station manual.
- 8.11 The CCTV monitoring suite shall facilitate observational camera operation, viewing, monitoring and constant recording of CCTV installations.

Appendix 1

BODY WORN VIDEO CAMERA

Legislation Extracts

GENERAL DATA PROTECTION REGULATION

- (i) All operators of CCTV should be aware of their legal obligations under the UK General Data Protection Regulation (GDPR).
- (ii) The Information Commissioner states: -

"The changes in Data Protection Legislation mean that for the first time legally enforceable standards will apply to the collection and processing of images relating to individuals."
- (iii) In view of Para (ii) all operators of CCTV are responsible for the way they obtain and process the images they capture.
- (iv) Information relating to Data Protection is available from Wigan Council's Legal Services and the Council's intranet.
<http://www.wigan.gov.uk/Council/DataProtection-FOI-Stats/Data-Protection.aspx>
- (v) In compliance with Article 13 of the UK GDPR, further information, relating to how the Environmental Enforcement and Education and Parking Services teams and Council Tax Enforcement use personal data, can be found at;
<https://www.wigan.gov.uk/Council/DataProtection-FOI-Stats/Privacy-notice/Privacy-Notices-for-all-services.aspx>

Further Information

Contact Wigan Council's Data Protection Officer at dataprotectionofficer@wigan.gov.uk

Home Office web site www.homeoffice.gov.uk and the Information Commissioners Office web site www.ico.gov.uk or contact the Information Commissioners Office at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

HUMAN RIGHTS LEGISLATION

- (i) All operators of CCTV should be aware of their legal obligations under the Human Rights Act 1998.
- (ii) Article (8) of this Act states the following: -
 - Everyone has the right to respect for private and family life, home, and correspondence.
 - There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic

society in the interest of: -

- ❖ National security
 - ❖ Economic well-being of the country
 - ❖ Public safety
 - ❖ Prevention of disorder or crime
 - ❖ Protection of health and morals
 - ❖ Protection of the rights and freedom of others
- An interference corresponds to a pressing social need and is proportionate to the legitimate aims pursued.
- (iii) In view of Para (ii) officers and users of Body Worn Video are required to consider this article when dealing with recorded images and must not record beyond what is necessary for enforcement and security purposes.
- (iv) Article 6 provides for the right to a fair trial. All images from BWV have the potential for use in court proceedings whether they provide information that is beneficial to the prosecution or defence. The information must be safeguarded by an audit trail in the same way as other evidence that is retained for court in accordance with Criminal Procedures Investigation Act (CPIA)

REGULATION OF INVESTIGATORY POWERS ACT

All operators should be aware of their legal obligations under the Regulation of Investigatory Powers Act.

Directed Surveillance.

This is defined in Section 26 (2) of the RIPA which says surveillance is directed if it is covert but not intrusive and is undertaken:

- a) for the purposes of a specific investigation or specific operation.
- b) in such a manner as is likely to result in the obtaining of private information about a person (whether or not one specifically identified for the purposes of the investigation or operation); and
- c) otherwise, than by way of an immediate response to events or circumstances the nature of which is such that it would not be reasonably practicable for an authorisation under this part to be sought for the carrying out of surveillance".

Therefore, by way of a summary, it is covert surveillance which is planned to further a particular investigation, and which is likely to result in the obtaining of information about a person's private or family life.

"Access to and use of public space surveillance cameras for directed surveillance operations can only be conducted if an appropriate RIPA authorisation is in place as follows:

- a) Police led directed surveillance operations - A copy of the RIPA authorisation or a letter from an appropriate ranking police officer stating that a RIPA authorisation is in force for the operation must be produced.
- b) Council led directed surveillance operations - A copy of the RIPA authorisation or a letter from the requesting department's authorising officer stating that a RIPA authorisation is in force for the operation being conducted must be produced.
- c) Greater Manchester Fire and Rescue Service – A copy of the RIPA authorisation or a

letter from an appropriate ranking police officer stating that a RIPA authorisation is in force for the operation must be produced.

It is essential that before conducting any surveillance that advice should be sought from the Authorities Legal Services.

Further Information Contact Wigan Council's Legal Services on 01942 827030

FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 applies to all information held by the Council. Any individual or organisation can make a written request for information to the Council. We must respond in 20 working days, providing either the information, confirmation that we do not have it, or an explanation of why it is being withheld.

The Freedom of Information policy sets out what staff need to do to comply with the Act's requirements. The policy, and the Council's approach, is based on an assumption of openness. Staff will handle all requests for information with the presumption that the information will be disclosed. Applicants do not have to prove that they are entitled to receive what they have asked for. The Act's exemptions will be used only to prevent specific and unwarranted harm, damage, or prejudice to the interests of the public or to the Council's ability to deliver services to them. All requests will be dealt with on a case-by-case basis.

It is essential that before releasing any data under a Freedom of Information request that advice should be sought from the Information Governance Team, also information relating to this subject can be found on the Authority's web site or intranet for internal users.

Further Information

Contact Wigan Council's Information Governance Team on 01942 828094 or foirequests@wigan.gov.uk

<https://www.wigan.gov.uk/Council/DataProtection-FOI-Stats/Freedom-of-Information.aspx>

PROTECTION OF FREEDOMS ACT

PART 2 REGULATION OF SURVEILLANCE

CHAPTER 1 REGULATION OF CCTV AND OTHER SURVEILLANCE CAMERA TECHNOLOGY

Code of practice for surveillance camera systems

- (1) The Secretary of State must prepare a code of practice containing guidance about surveillance camera systems.
- (2) Such a code must contain guidance about one or more of the following—
 - (a) the development or use of surveillance camera systems,
 - (b) the use or processing of images or other information obtained by virtue of such systems.

- (3) Such a code may, in particular, include provision about—
- (a) considerations as to whether to use surveillance camera systems,
 - (b) types of systems or apparatus,
 - (c) technical standards for systems or apparatus,
 - (d) locations for systems or apparatus,
 - (e) the publication of information about systems or apparatus,
 - (f) standards applicable to persons using or maintaining systems or apparatus,
 - (g) standards applicable to persons using or processing information obtained by virtue of systems,
 - (h) access to, or disclosure of, information so obtained,
 - (i) procedures for complaints or consultation.
- (4) Such a code—
- (a) need not contain provision about every type of surveillance camera system,
 - (b) may make different provision for different purposes.
- (5) In the course of preparing such a code, the Secretary of State must consult—
- (a) such persons appearing to the Secretary of State to be representative of the views of persons who are, or are likely to be, subject to the duty under section 33(1) (duty to have regard to the code) as the Secretary of State considers appropriate,
 - (b) the Association of Chief Police Officers,
 - (c) the Information Commissioner,
 - (d) the Chief Surveillance Commissioner,
 - (e) the Surveillance Camera Commissioner,
 - (f) the Welsh Ministers, and
 - (g) such other persons as the Secretary of State considers appropriate.
- (6) In this Chapter “surveillance camera systems” means—
- (a) closed circuit television or automatic number plate recognition systems,
 - (b) any other systems for recording or viewing visual images for surveillance purposes,
 - (c) any systems for storing, receiving, transmitting, processing, or checking images or information obtained by systems falling within paragraph (a) or (b), or
 - (d) any other systems associated with, or otherwise connected with, systems falling within paragraph (a), (b) or (c).

Further Information

Protection of Freedoms Act 2012 -

<http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted>

Data Protection Act 2018

<http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

The UK General Data Protection Regulation

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Information Commissioners CCTV Codes of Practice

<https://ico.org.uk/media/for-organisations/documents/1542/cctv-code-of-practice.pdf>

Surveillance Camera Commissioners Codes of Practice

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/282774/SurveillanceCameraCodePractice.pdf

British Standards BS 8593:2017

<https://shop.bsigroup.com/ProductDetail/?pid=000000000030345718>

Appendix 2

BODY WORN VIDEO CAMERA

Data Access Authorisation Form and Protocol



WIGAN COUNCIL'S BODY WORN VIDEO SYSTEM

This document contains advice and information for the general public regarding data recorded by Wigan Council's Body Worn Video (BWV) Systems and the provisions of the General Data Protection Regulation and Data Protection Act 2018.

THE PURPOSES FOR WHICH IMAGES ARE RECORDED

Full details of the principles and criteria under which BWV Council owned systems operate may be found in the BWV Code of Practice, copies are available from the Town Hall or from the website www.wigan.gov.uk/cctv

RECORDED IMAGES

All BWV recordings are retained for a minimum period of 60 days. If no legitimate request for retention of the recording has been made, it is then erased or overwritten. All requests for retention of recordings are considered against the provision of the General Data Protection Regulation, Data Protection Act 2018, and the BWV Code of Practice.

Recorded data will only be used for the purposes defined in the Code of Practice.

Recorded data will not be sold or used for commercial purposes or the provision of entertainment. However, in exceptional circumstances images may be released but subject to strict controls and with the approval of senior management.

All data released shall remain the property of Wigan Council.

DISCLOSURE TO THE GENERAL PUBLIC

The showing of recorded data to the public will only be permitted in accordance with the BWV Code of Practice and the provisions of the General Data Protection Regulation and Data Protection Act 2018.

In every case, a written application in an approved format, application forms are available online via www.wigan.gov.uk

COMPLAINTS

If you do have cause to complain about any aspect of the Council's CCTV Systems, please write to the Director of Environment, Places Directorate, Wigan Town Hall, Wigan WN1 1YN.



WIGAN COUNCIL'S CCTV SURVEILLANCE SYSTEM
General Data Protection Regulation
How to Apply for Access to Information Held on the Body Worn Video System

These notes explain how you can find out what information, if any, is held about you on the CCTV system.

Your Rights

Subject to certain exemptions, you have a right to be told whether any personal data is held about you. You also have a right to a copy of that information in a permanent form except where the supply of such a copy is not possible or would involve disproportionate effort, or if you agree otherwise. Wigan Council will only give that information if it is satisfied as to your identify. If release of the information will disclose information relating to other individual(s) who can be identified from that information, Wigan Council is not obliged to comply with an access request unless: -

- The other individual has consented to the disclosure of information, or
- It is reasonable in all the circumstances to comply with the request without the consent of the other individual(s).

Wigan Council Rights

Wigan Council may deny access to information where the Data Protection Act 2018 allows. The main exemptions in relation to information held on the Body Worn Video System are where the information may be held for: -

- Prevention and detection of crime.
- Apprehension and prosecution of offenders.
- Littering Enforcement
- Dog Fouling Enforcement
- Issuing of Fixed Penalty Notices (FPN's)

Should the release of the data likely prejudice any of the above purposes then access can be refused, subject to meeting the provisions of the Act.

THE APPLICATION FORM:

All sections of the form must be completed, failure to do so may delay your application.

Section 1 Asks you to give information about yourself that will help us to confirm your identity. We have a duty to ensure that information it holds is secure and it must be satisfied that you are who you say you are.

Section 2 Asks you to provide evidence of your identity by producing TWO official documents (which between them clearly show your name, date of birth and current address), together with a recent full-face photograph of you.

Section 3 The declaration must be signed by you.

When you have completed and checked this form, take, or send it, together with the required TWO identification documents, photograph, and fee to: -

Wigan Council, CCTV & Risk Management Section, Safer Environment, Places Directorate, Wigan Town Hall, Library Street, Wigan WN1 1YN

If you have any queries regarding this form, or your application, please contact us on, 01942 404040.

**WIGAN COUNCIL'S CCTV SURVEILLANCE SYSTEM
General Data Protection Regulation
Request for Access to Data held on the Body Worn Video System**

SECTION 1 - About Yourself

The information requested below is to help us (a) satisfy itself as to your identify and (b) find any data held about you.

PLEASE USE BLOCK LETTERS

Title (<i>tick box as appropriate</i>)	Mr.	<input type="checkbox"/>	Mrs.	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Ms.	<input type="checkbox"/>
Other Title (<i>e.g., Dr., Rev., etc.</i>)								
Surname/Family Name								
First Names								
Maiden Name/Former Names								
Sex (<i>tick box</i>)	Male			Female				
Height								
Date of Birth								
Place of Birth	Town							
	Country							

Your Current Home Address (<i>To which we will reply</i>)								
A telephone number will be helpful in case you need to be contacted.	Postcode				Tel. No.			

If you have lived at the above address for less than 10 years, please give your previous address for the period.

Previous addresses								
Dates of Occupancy	From:				To:			
Dates of Occupancy	From:				To:			

WIGAN COUNCIL'S CCTV SURVEILLANCE SYSTEM
General Data Protection Regulation
Request for Access to Data held on the Body Worn Video System

SECTION 2 - Proof of Identity

To help establish your identity, your application must be accompanied by **TWO** official documents that between them clearly show your name, date of birth and current address.

For example: a birth/adoption certificate, driving licence, medical card, passport, or other official document that shows your name and address.

Also a recent, full face photograph of you.

Failure to provide this proof of identity may delay your application.

SECTION 3 - Supply of Information

You have a right, subject to certain exceptions, to receive a copy of the information in a permanent form. Do you wish to?

(a) View the information and receive a permanent copy.

YES/NO

(b) Only view the information

YES/NO

SECTION 4 - Declaration

DECLARATION (to be signed by the applicant)

The information that I have supplied in this application is correct and I am the person to whom it relates.

Signed by

Date

Warning – a person who impersonates or attempts to impersonate another may be guilty of an offence.

NOW – please completion Section 5 and then check the 'CHECK' box (on page 5) before returning the form.

**WIGAN COUNCIL'S CCTV SURVEILLANCE SYSTEM
General Data Protection Regulation
Request for Access to Data held on the Body Worn Video System**

SECTION 5 - To Help us Find the Information

If the information you have requested refers to a specific offence or incident, please complete this Section. Please complete a separate box in respect of different categories/incidents/involvement. Continue on a separate sheet, in the same way, if necessary.

If the information you require relates to a vehicle, property, or other type of information, please complete the 'Other' section giving a full description of what information you are requesting to access. Also please note that you will be required provide documentary evidence as a means of proving that you are entitled to obtain information relating to a vehicle, property, or other type of information.

Were you: *(tick box below)*

A person reporting an offence or incident

A witness to an offence or incident.

A victim of an offence

A person accused or convicted of an offence.

Other – please explain.

Date(s) and time(s) of incident

Place incident happened.

Brief details of incident

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**WIGAN COUNCIL'S CCTV SURVEILLANCE SYSTEM
General Data Protection Regulation
Request for Access to Data held on the Body Worn Video System**

Further Information:

These notes are only a guide. The law is set out in the General Data Protection Regulation and Data Protection Act 2018, obtainable from a Government Stationery Office. Further information and advice may be obtained from: -

The Office of the Information Commissioner
Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF
Tel: - 01625 545745
Website: <https://ico.org.uk>

Please note that this application for access to information must be made direct to Wigan Council (Address on Page 1) and **NOT** to the Data Protection Commissioner

OFFICIAL USE ONLY

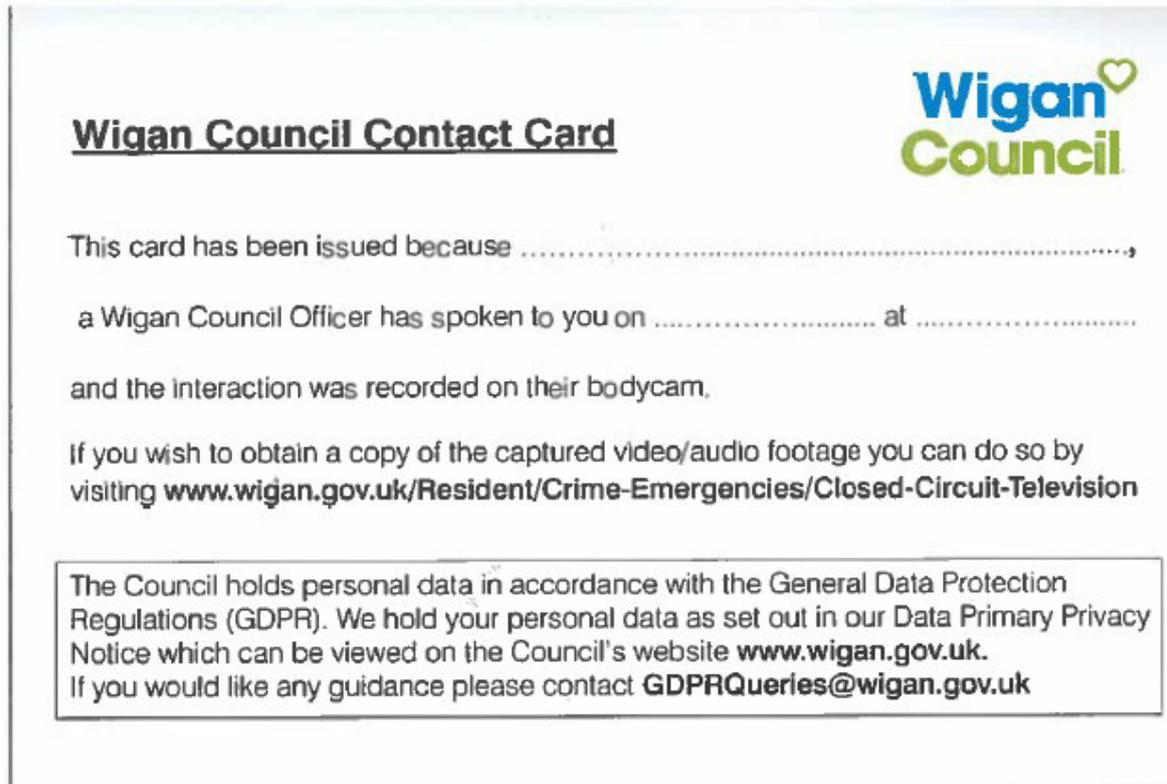
Please complete ALL this section (refer to CHECK box above)

Application complete and legible <input type="checkbox"/>		Date application received <input type="text"/>	
Identification documents checked <input type="checkbox"/>		Fee paid <input type="text"/>	
Details of documents (see page 4) <input type="text"/>		Method of payment <input type="text"/>	
Member of staff completing this section		Receipt No. <input type="text"/>	
Name <input type="text"/>		Location <input type="text"/>	
Signature <input type="text"/>		Date <input type="text"/>	
		Documents returned <input type="text"/>	

Appendix 3

BODY WORN VIDEO CAMERA

Public Access to Data Information Card



Wigan Council Contact Card



This card has been issued because

a Wigan Council Officer has spoken to you on at

and the interaction was recorded on their bodycam.

If you wish to obtain a copy of the captured video/audio footage you can do so by visiting www.wigan.gov.uk/Resident/Crime-Emergencies/Closed-Circuit-Television

The Council holds personal data in accordance with the General Data Protection Regulations (GDPR). We hold your personal data as set out in our Data Primary Privacy Notice which can be viewed on the Council's website www.wigan.gov.uk. If you would like any guidance please contact GDPRQueries@wigan.gov.uk

BODY WORN VIDEO CAMERA

Council Complaints Process

Making a Complaint

We aim to always provide high quality services. To improve our standards, we want to know if you think we have got things wrong.

If you have a specific query, comment, or suggestion regarding a Wigan Council service, you should contact the service directly. Services will also try to resolve complaints on the spot by talking through problems with you, without the need to go through our formal complaint's procedure. This can save a great deal of time, distress, and cost.

If the service is unable to resolve a complaint to your satisfaction informally, then you can proceed with the formal procedure outlined below.

Formal complaints

Formal - Stage 1

A complaint will be progressed under Stage 1 of our formal complaint's procedure when:

- We can't resolve the problem informally.
- You tell us that you want to make a formal complaint.
- We believe it is necessary to use the formal procedure to resolve or respond to the complaint.

Complaints at Stage 1 will be investigated by a Head of Service, or appropriate Manager, from the service you have complained about.

We will acknowledge your complaint on receipt and confirm our understanding of the complaint. We will try to provide you with a full response within 10 working days of receipt of your complaint. If this is not possible, we will write to you to let you know why there is a delay, and the estimated time it will take to provide a full response. The full response will advise you how to progress to Stage 2 if you are still unhappy.

Formal - Stage 2

You can ask us to review your complaint at Stage 2 if:

- You are unhappy with how your complaint was handled at Stage 1
- You are unhappy with the response you have received.

We need to know which part of the complaint you feel wasn't handled well, and what action you would like to be taken.

Stage 2 complaints will be investigated by an independent Senior Officer appointed by the Chief Executive, who will review how your complaint was dealt with.

At the end of the review, and within 15 working days of receipt of your request, the Senior Officer will write to you with the outcome of the investigation and any actions resulting from it.

Ombudsman

If your complaint has progressed through both stages of the council's complaints procedure, and you are still not happy with our response, you can ask the Local Government Ombudsman to review our investigation.

The Local Government Ombudsman is an independent body, whose purpose is to provide impartial and prompt investigation and resolution of complaints of injustice through maladministration by local authorities.

Note: The Ombudsman is unlikely to investigate your complaint unless you have given us the opportunity to consider your complaint under our procedures.

How to make a formal complaint

Please use the following link for more information on how to make a formal complaint.

<https://www.wigan.gov.uk/Council/Contact-us/Council-Complaints.aspx>