



CCTV Policy and Strategy



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CCTV Policy & Strategy

Establishes the purpose, principles and requirements for the installation, management and maintenance of CCTV systems owned and operated by the City of Kalamunda.

Prepared by www.amlethouse.com

Endorsed by City of Kalamunda Council: 30 April 2019

Glossary

ADSL	Asymmetric digital subscriber line
ANZPAA	Australian New Zealand Police Advisory Association
AS	Australian Standards
ASIAL	Australian Security Industry Association Limited
CCTV	Closed Circuit Television
CD	Compact Disk
CPTED	Crime Prevention Through Environmental Design
CSCPP	Community Safety & Crime Prevention Plan
DVD	Digital Video Disk
EWP	Elevated Work Platform
FOI	Freedom of Information
FTE	Full Time Equivalent
GIS	Geographic Information System
ICT	Information Communications Technology
IMS	Incident Management System
IT	Information Technology
MOU	Memorandum of Understanding
NVR	Network Video Recorder
OSH	Occupational Safety & Health
PC	Personal Computer
POS	Public Open Space
RF	Radio Frequency
VMS	Video Management System
VSS	Video Surveillance System
WA	Western Australia
WALGA	Western Australia Local Government Association

Defined Terms

Authorised Personnel means any delegated officer of the City of Kalamunda Chief Executive Officer and WA Police Officer who has signed the City of Kalamunda CCTV Code of Conduct annexed to this CCTV Strategy as Annexure H.

CCTV Objectives means the CCTV objectives set out in the CCTV Policy.

CCTV Operations means all aspects of public space CCTV surveillance management, use, recording, maintenance and access to Recorded Material.

CCTV Policy means the City of Kalamunda CCTV Policy annexed to this CCTV Strategy as Annexure A.

Guiding Principles means the CCTV guiding principles set out in the CCTV Policy.

Recorded Material is any recording of video, images or audio, original or copy, by the City of Kalamunda CCTV system.

WA Police Force MOU means the Memorandum of Understanding made between the Minister for Police and the City of Kalamunda dated 10 May 2016.

CCTV Strategy

INTRODUCTION

Community safety is Priority 1 within the City of Kalamunda Strategic Community Plan 2027 and the Community Safety and Crime Prevention Framework supports the use of CCTV. The CCTV Strategy has been developed to align existing and new CCTV systems to relevant strategic plans, including:

1. Community Safety and Crime Prevention Plan (2013–2018) & (2019–2024)
2. Kalamunda Asset Management Strategy 2017 - 2021
3. Community Engagement Strategy
4. Public Open Space (POS) Strategy 2018
5. Smart Cities - Digital Strategy
6. ICT Strategy

The City of Kalamunda installs CCTV systems as a tool to improve community confidence that an area is safe and to support the usage of City facilities. The City of Kalamunda CCTV Strategy sets out to capture existing technical and functional requirements to ensure CCTV is applied consistently within the City’s Strategic Planning Framework. To achieve this, the strategy focuses on three key areas; Operations, Expanding and Funding the CCTV Network, as shown in Figure 1.

WHERE WE ARE NOW

The City of Kalamunda operates 100 cameras for community safety in public spaces and on buildings for the protection of City owned assets. Federal and State Government funding continues to be made available and CCTV installations continue to be rolled out. The City of Kalamunda will consolidate the existing network and verify camera requirements to manage the network expansion and control costs.

Current daily use extends to local police using CCTV for review and investigation purposes, however with greater insight, City operations will benefit further in support of ranger services, tackling illegal dumping and emergency detection, monitoring and management.



Strategy 1 - Operations

Strategy 1 - Operations establishes the important day to day roles and responsibilities, allocation of resources, managing cost and measuring performance.

MINIMISING OPERATIONAL COSTS

The City of Kalamunda seeks to ensure CCTV Operations and expansion follows defined assessment criteria and is deployed according to an established technical design that limits operational cost.

The largest ongoing cost in operating CCTV relates to staff time and technical system maintenance. Authorised Personnel are required to liaise with police and the public, review and/or download Recorded Material, conduct and keep up to date records and conduct or receive training on the CCTV system.

Expansion of CCTV systems and change in operations (e.g. inclusion of remote monitoring) may require additional technical staff, which will present ongoing operational costs and if not controlled, could present a risk to the overall system's viability and effectiveness.

The City of Kalamunda acknowledges the risk of rising operational costs and has sought to mitigate a large portion of these costs through the installation of a City owned PC and ADSL link at the Forrestfield Police Station. This aims to reduce the cost of retrieving Recorded Material for police purposes and provides a more effective use of the present public CCTV network with passive camera monitoring by police, thereby providing better system value for City' residents.

WHERE WE WANT TO BE: ACHIEVING EFFECTIVE CCTV DESIGN & PRACTICES

The City's current CCTV system operates on the Avigilon and Indigo video management systems with approximately 100 CCTV cameras, approximately 12 network video recorders and four LCD monitors installed at the Forrestfield Police Station for live monitoring.

The City of Kalamunda CCTV system and longer-term (5+ years) network design needs to be fully established and documented to ensure system expansion progresses according to the Smart Cities Digital Strategy and ICT Strategy requirements.

To capture and achieve greater awareness of existing CCTV assets, the following is required:

1. Maintenance contract for existing CCTV systems to be established and commence with an audit of City CCTV cameras to establish current functional requirements and registration to the existing City CCTV Assets. Existing maintenance contract exists until 2022 for cameras installed by Downer EDI.
2. Based on audit findings, the City will verify CCTV camera operational and functional requirements, including:
 - a. Register on the Asset Management System (MyData) and GIS/Intramaps, including associated poles and electrical cables;
 - b. Establish functional and maintenance requirements, provided at Annexure F, for each camera;
 - c. Verify system maintenance is scheduled and preventative, with reference to Annexure E.
3. Existing and proposed public space CCTV camera locations are to be evaluated according to consistent criteria, provided at Annexure G and camera location maps maintained;
4. All CCTV cameras will be operated in accordance with the approved CCTV Policy and Management (Standard Operating) Procedures, provided at Annexure A and Annexure E, respectively.
5. All public space and semi-public space CCTV cameras will be supported with CCTV signage. Signage will be designed and mounted in compliance with Australian / New Zealand Standards AS62676.

CCTV MANAGEMENT & COMPLIANCE OVERSIGHT

The Manager Community Safety Services is appointed as the Authorised CCTV Manager and custodian of the CCTV Strategy.

Business Units and roles with CCTV management or operational responsibilities include:

- [Manager Community Safety Services, Community Safety Services](#)
- [Manager Information Technology, ICT](#)
- [Coordinator Information Technology, ICT](#)
- [Senior Business Analyst \(IT\), Corporate Services](#)
- [Recreation Facilities Team Leader](#)
- [Officer in Charge, Forrestfield Police Station, WA Police Force](#)

CCTV management is subject to documented CCTV Policy (Annexure A), recognises the existing City of Kalamunda’s Policy Framework (Annexure B), Legislation and Standards Framework (Annexure C) and existing Strategic Planning Framework (Annexure D).

Daily CCTV Operations will be managed according to Management (Standard Operating) Procedures (Annexure E), with established functional requirements (Annexure F), evaluation criteria (Annexure G) and controlled by a code of conduct (Annexure H) and with access to Recorded Material to be applied for and approved (Annexure I).

RESOURCES

The estimated number of hours expended per week is equivalent to 0.25 FTE (10 hours per week/40 hours per month) with primary duties involving checking camera image quality, responding to police requests for Recorded Material and establishing compliance or contracting requirements.

A strategic objective is to maintain and preferably reduce existing FTE hours, with outsourced technical maintenance and auditing and the VMS to be configured to provide automated reporting for measuring CCTV performance. Managing operating costs are to not increase or have limited incremental increase FTE time based as an existing ratio of network expansion, currently 1:10 (1 hour per week per 10 cameras).

Allocated FTE resources should be focused on a Crime Prevention role, with CCTV forming part of the crime prevention toolset. CPTED Audits should be considered as part of the CCTV strategy but more reasonably integrated into the Community Safety Strategy and POS Strategy. This role will also involve the development of grant funding applications.

The Forrestfield Police Station and WA Police Force should be recognised as an important resource and ‘should’ be performing a majority of the day to day operations, including daily camera checks, urgent maintenance requests, image requests/downloads and compliance to automated system reporting requirements.



MEASURING CCTV PERFORMANCE

The City of Kalamunda CCTV system is established with the following goals:

1. Increase community perception of safety and deter crime;
2. Provide an effective tool to investigate and respond to crime;
3. Support security systems that monitor and protect City owned assets;
4. Apply surveillance technology effectively and responsibly;
5. Maintain effective control of system integrity, reliability and efficacy, and
6. Consult and coordinate with stakeholders.

The objectives established for CCTV installations are therefore based on five (5) measurable criteria to be reviewed annually for CCTV management reporting purposes:

1. Improving perceptions of safety measured through community consultation. Community surveys to be reviewed for perceptions of community safety and measured as a performance indicator;
2. Reducing reported crime in the target area;
3. Number of police requests for Recorded Material verses Recorded Material provided, including a per camera breakdown to determine each camera's contribution. Changes in the number of requests for each camera should be reviewed for an indication in overall system effectiveness and contribution each camera is making in reducing or responding to incidents. Changes should be reviewed with Item 4;
4. Change in annual operating costs in ratio to the number of cameras and number of image downloads, as per Item 3; and
5. Number of complaints received concerning the CCTV system or its operation. The target for the number of complaints is zero;

Broader community and CCTV effectiveness objectives and performance indicators may include:

1. Number of private CCTV systems within the City of Kalamunda, registered with WA Police Force as part of Cam-Map WA and the State CCTV Strategy; and
2. Number of private CCTV systems contributing to WA Police Force requests for Recorded Material.



Strategy 1 - Operations: Action Items

Strategy 1 – Operations Action Items		Risk*
1.	CCTV maintenance regime is contracted (Tender Reference)	High
	a. Maintenance reviewed annually	Medium
	b. Transition existing maintenance contract for newly installed infrastructure to be whole of system preventative maintenance regime.	Medium
2.	CCTV assets to be adopted as part of the Asset Management System with System Maintenance Contractor to capture functional specifications and requirements.	High
3.	Maintenance program to determine cameras and equipment for replacement, renewal or upgrade.	Medium
4.	CCTV incorporated into Community Surveys. Community surveys to be reviewed for perceptions of community safety and measured as a performance indicator.	Medium
5.	Appointment of an Authorised CCTV Manager to be approved.	Medium
6.	CCTV Policy to be approved and posted on website.	Low
7.	Authorised personnel with access to CCTV equipment to abide by the terms of the Code of Conduct.	Medium
8.	City of Kalamunda Complaints procedure to be applied to the CCTV Strategy.	Medium
9.	Approval of Management (Standard Operating) Procedures with the following requirements:	Medium
	a. Recorded Material will be retained for a minimum of thirty-one (31) days.	Medium
	b. CCTV Signage erected.	Medium
	c. Police retrieval of Recorded Material is documented.	High
	d. Police use of Recorded Material for criminal investigation is documented.	Low
	e. Police use of Recorded Material in interview or court proceedings is documented.	Medium
	f. CCTV system is to report on the number of requests/applications for Recorded Material.	Medium
	g. Image loss or tamper alarms are to be activated for all cameras.	Medium
	h. CCTV systems integrated into business continuity management plan and disaster recovery plans.	Medium
	i. Independent CCTV Operations audit at least every three years.	Low

**Aligned to the City of Kalamunda Risk Matrix*

Strategy 2 - Expanding

Strategy 2 sets out how the City of Kalamunda will achieve CCTV system requirements and expand the CCTV network into the future.

WHERE AND WHY CCTV SHOULD BE USED

Prior to the installation of any camera within public open space, in accordance with the City of Kalamunda POS and Community Safety and Crime Prevention Strategy, a CPTED assessment will be conducted of the area.

CCTV cameras may be installed as a tool alongside a wider crime prevention approach or building security system. The CPTED Assessment should consider, as a minimum, the following:

1. Area lighting, signage and street infrastructure;
2. Lines of Sight, for area users and camera fields of view;
3. Activity Mix and Social interaction;
4. Type of crime or issue occurring and root cause;
5. Likely impact of CCTV on reducing crime or improving perceptions of safety;
6. Technical viability and estimated cost of installation; and
7. Benefit and degree of integration to the overall CCTV system network or area coverage.

EXPANDING THE CCTV NETWORK

CCTV surveillance is acknowledged as a valuable and effective tool for the protection of people and property. CCTV plays an active deterrence role to reduce and manage anti-social behaviour, drug and alcohol related crime, offences against persons and property and as a powerful investigative tool for local Police. Alongside crime deterrence, the public CCTV system improves the perception of community safety and property protection.

CCTV locations are mapped, as shown in Figures 2 and 3, alongside other public and private CCTV systems and with City infrastructure and assets. Where a determination is reached to extend the CCTV system or camera coverage, the City of Kalamunda will take the following actions, as demonstrated in Figure 4:

1. At the outset, the project will verify the primary aims in accordance with the CCTV Strategy.
 - a. Complete a formal assessment, provided at Annexure G, of the proposed CCTV location(s) with mandatory criteria to be assessed, including;
 - b. Location CPTED Assessment conducted;
 - c. Using CCTV in the location as a treatment aligns within the City of Kalamunda strategic planning and crime prevention framework;
 - d. It is technically and financially viable to install and operate a CCTV camera(s) at this location.
2. The City of Kalamunda will develop the functional requirements and risk assessment for each new camera.

Functional requirements, provided at Annexure F, will define the objectives of the camera (identification, recognition, detection), fields of view to be achieved and relevant technical configurations required for integration to the existing CCTV system.

3. For public open space cameras, consultation shall be undertaken amongst the local community.

FIGURE 2
Kalamunda Regional Crime Hotspot Reduction Project:
CCTV towers installed at Lions Lookout, Falls Road, Zig Zag car park and Jack Healey Centre

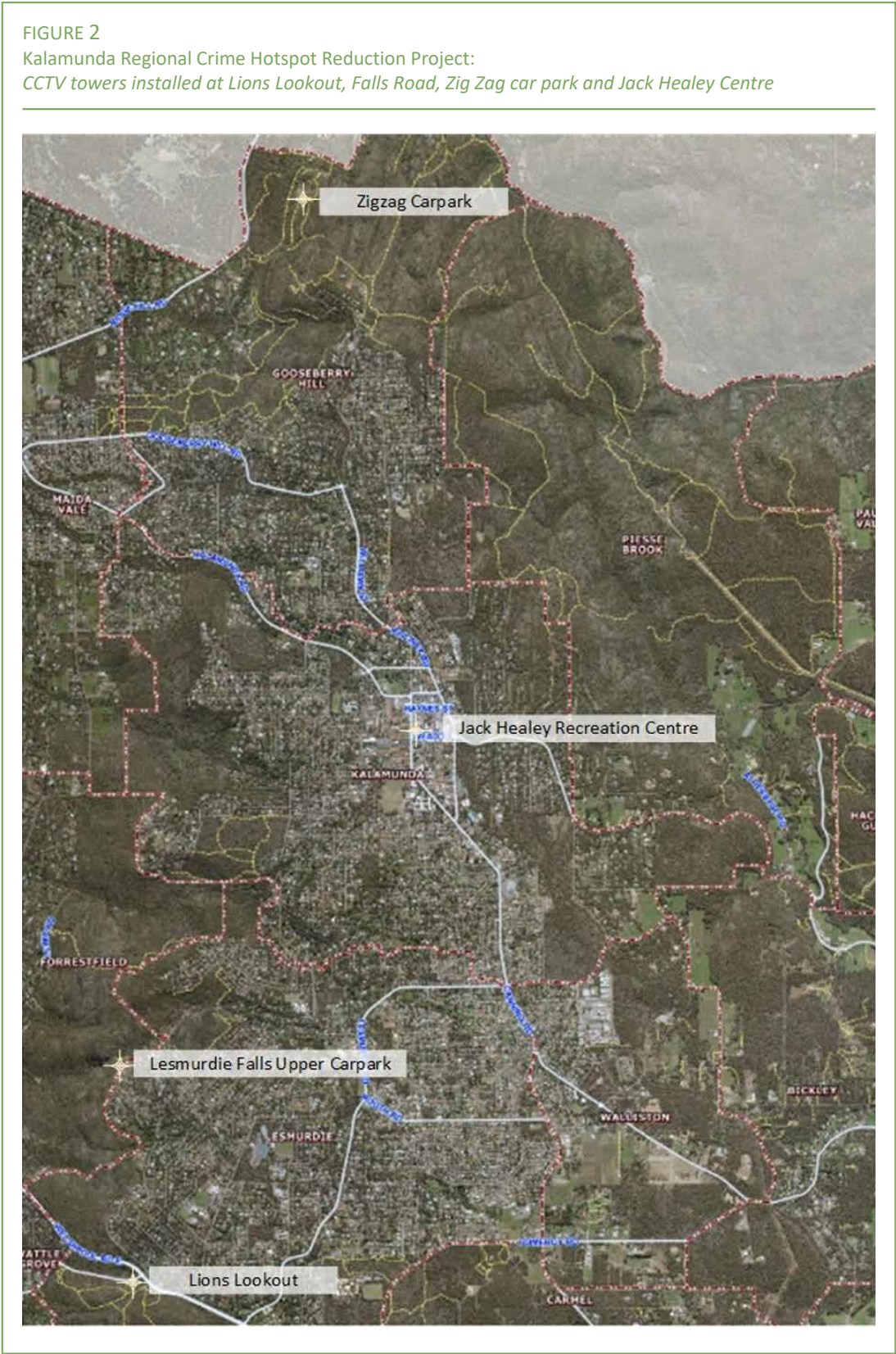
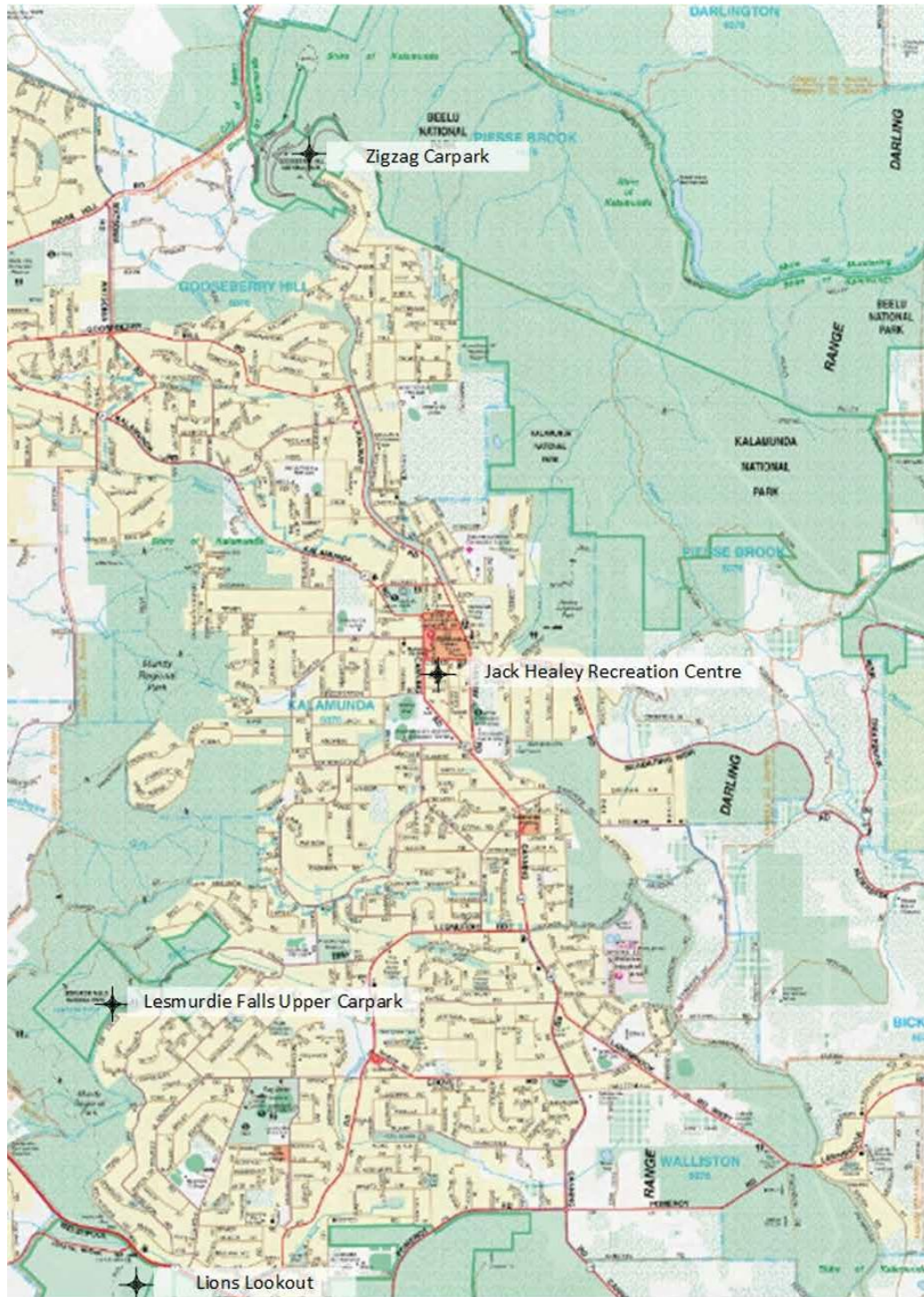


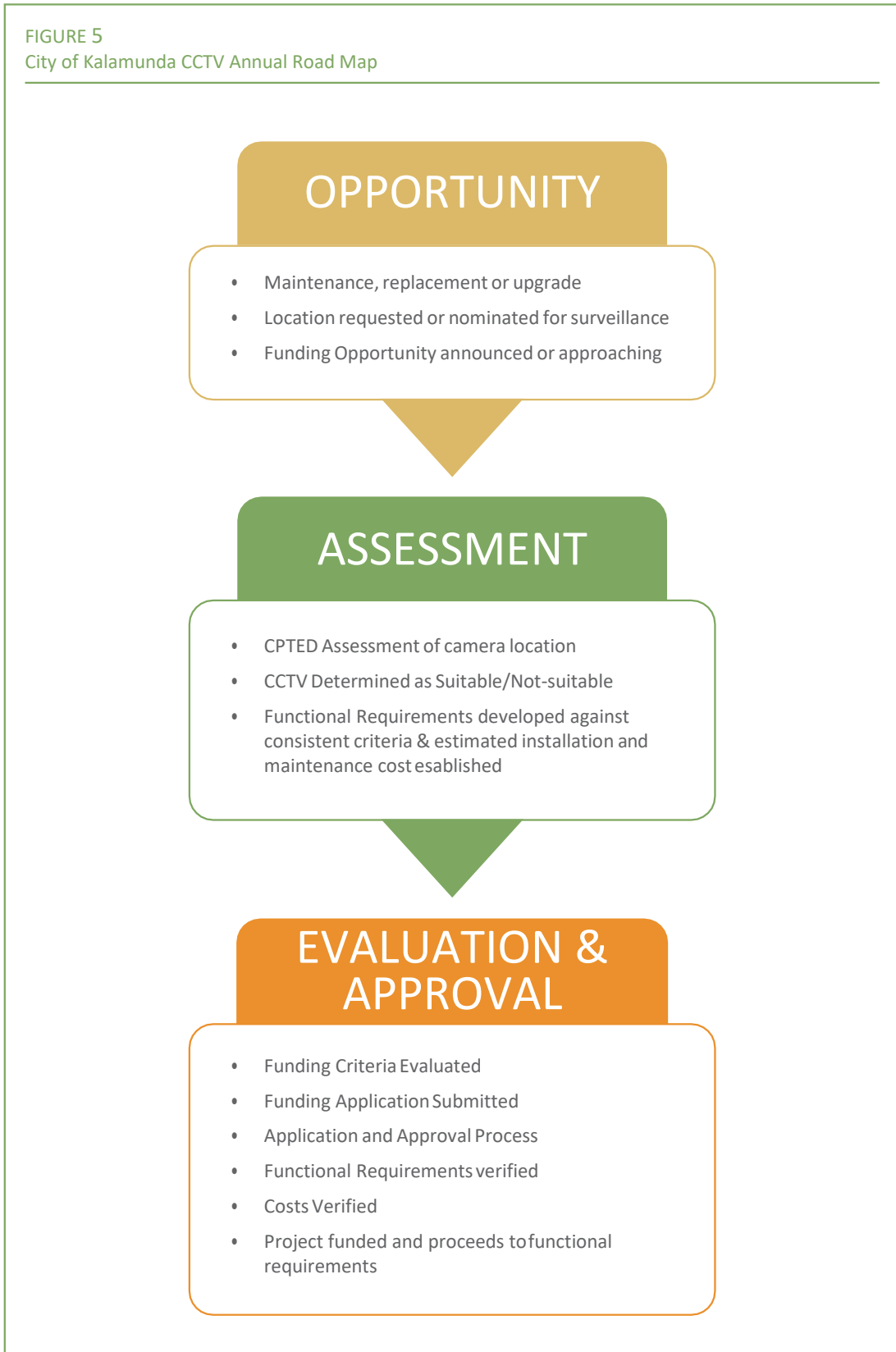
FIGURE 3

Kalamunda Regional Crime Hotspot Reduction Project:
CCTV towers installed at Lions Lookout, Falls Road, Zig Zag car park and Jack Healey Centre



30 April 2019

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Strategy 2 - Expanding: Action Items

Strategy 2 - Action Items		Risk*
1.	CCTV to be included in priority improvement and implementation items for improving Public Open Space.	Low
2.	Develop the Community Safety and Crime Prevention Plan 2019-2024 (CSCPP) and deliver the 2018 CSCPP initiatives. CCTV systems are to be acknowledged and considered as part of this strategy, including;	Medium
	a. Conduct CPTED Reviews and CCTV Evaluation Assessments for all proposed camera locations;	Medium
	i. Review and enhance CCTV, lighting and other infrastructure to assist in surveillance of key community facilities/areas or those readily subject to anti-social or criminal behaviour;	Medium
	ii. Undertake local community safety action planning based on determination of priority locations;	Low
	iii. CCTV installations are supported with functional requirements and risk assessments;	Medium
	iv. CCTV cameras are installed at fixed locations, based on known crime statistics identified by the Western Australian Police Force and a CPTED assessment for each location;	Medium
	v. Number of contributions each CCTV camera makes to police in the form of image downloads; and	Low
	vi. CCTV locations are mapped.	Low
	b. CCTV improves perceptions of safety through community consultation.	Low
	c. CCTV Reduces Reported Crime in the target area.	Medium
3.	ICT system integration and network planning should establish the following:	
	a. CCTV system complies to the ICT Policy and ICT Strategic Plan;	High
	i. Technical Design to integrate new technology (analytics) to improve operation efficacy; and	Medium
	b. CCTV system complies with the Smart City – Digital Strategy.	Medium



Strategy 3 - Funding

Strategy 3 establishes the funding arrangements for the CCTV Network and system expansion.

FUNDING THE CCTV NETWORK

The City of Kalamunda will continue to monitor and apply for grant funding, as shown in Table 1, as it becomes available and will proactively plan forward to ensure system design and quality is maximised.

City of Kalamunda CCTV systems installation and operational costs should reflect the value provided to the community.

CCTV system design, camera type and site selection will be directly influenced by the funding framework and risk of excessive installation and maintenance costs is to be minimised.

The funding framework for new installations and ongoing management includes;

- a. New Installations
 - i. City of Kalamunda Annual Budget – Renewal Budget (Replacement and Upgrades)
 - ii. Safer Communities Grants - Federal Government
 - iii. State CCTV Strategy or Safer Streets Grants – WA State Government
- b. Operating & Maintenance Expenses
 - i. City of Kalamunda Annual Budget

TABLE 1
Register of CCTV Funding Applications and Awards

Year	Grant Name	Description	Amount
2018	Federal Safer Communities Fund	Installations at Hartfield Park, Dawson Berkshire Roundabout & Shopping Centre, BP Service Station, Welshpool Road, Lower Carpark Lesmurdie Falls	\$300,000
2016	Federal Safer Communities Fund	Kalamunda Regional Crime Hotspot Reduction Project: Install four CCTV towers for Lions Lookout, Falls Road, Zig Zag car park and Jack Healey Centre	\$170,000
2015	State CCTV Strategy Infrastructure Fund	Community Crime & Safety CCTV Project	\$198,828

GRANT FUNDING CRITERIA REQUIREMENTS

The grants administration framework may require funded projects to meet Federal and State Government policy objectives, achieve value for relevant money and for recipients to demonstrate a capacity, capability and the resources to undertake the project. These requirements may be assessed against nominated merit criteria using equal weighting.

Previous grant criterion, proposed in the Program Guidelines Safer Communities Fund –Round 1 December 2016 include:

MERIT CRITERION 1

How will the project contribute to improve community safety?

- a. Project description including detail about the equipment being installed.
- b. Describe how the project will meet community safety objectives.

MERIT CRITERION 2

The value for money offered by the project:

- a. Provide a budget for the project including equipment and installation costs.
- b. Provide a quote to show the costs of equipment and installation.

MERIT CRITERION 3

The capacity, capability and resources to carry out the project:

- a. Describe the plan for carrying out the project.
- b. Describe how the equipment will be maintained.

Strategy 3 - Funding: Action Items

Strategy 3 - Action Items		Risk*
1.	CCTV to be included as part of seeking internal and/or external funding assistance to assist in enabling the implementation of community safety and crime prevention initiatives.	Medium
	a. Prepare and cost plans for new installations.	Medium
	b. Prepare and cost for camera and equipment replacement, renewal or upgrade	Medium
2.	CCTV systems to be acknowledged and considered as part of the Digital Strategy to attract funding through the Smart Cities Program.	Medium
3.	Implement the 2018/2019 initiatives in the Information Communication Technology Strategy. CCTV Network applies to ICT. Budget Operating & Maintenance Expenses.	Medium
	a. Technical Design to minimise operational and maintenance expenses.	High

**Aligned to the City of Kalamunda Risk Matrix*

CCTV STRATEGY - ACTION IMPLEMENTATION PLAN

STRATEGY 1: OPERATIONS							
Kalamunda Achieving Corporate Business Plan July, 2018 to June 2022							
Deliver initiatives contained within the community engagement strategy. Consult and survey the community on public space CCTV installations.							
Kalamunda Asset Management Strategy to 2017 - 2021							
CCTV to be recognised as part of the Asset Register Data.							
CCTV to be incorporated into Asset Management Plans, Buildings Asset Management Plans and Pathways and Parks Asset Management Plans.							
City of Kalamunda Community Engagement Strategy 2017							
On-line comment: CCTV to be included for online comment.							
Surveys: CCTV to be included in community safety surveys. Is CCTV making people feel safer?							
Advisory/Management Committees: CCTV to be included on Community Safety Committee agenda.							
No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
1.1	CCTV maintenance regime is contracted (Tender Reference)	Maintenance Performance Indicators	Community Safety Asset Services	✓			✓
1.1.a	Maintenance reviewed annually	Maintenance Performance Indicators	Community Safety Asset Services	✓	✓	✓	✓
1.1.b	Transition the Existing 5-year maintenance contract aligned on conclusion to a whole of system preventative maintenance regime using a competitive tender process.	Maintenance Performance Indicators	Community Safety Asset Services			✓	✓
1.2	CCTV assets to be adopted as part of the Asset Management System with System Maintenance Contractor to capture functional specifications and requirements.	Maintenance Performance Indicators	Community Safety Asset Services	✓	✓	✓	✓
1.3	Maintenance program to determine cameras and equipment for replacement, renewal or upgrade	Maintenance Performance Indicators	Community Safety Asset Services	✓	✓	✓	✓

No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
1.4	CCTV incorporated into Community Surveys. Community surveys to be reviewed for perceptions of community safety and measured as a performance indicator.	Verification of Catalyst Community Surveys	Community Safety	✓	✓	✓	✓
1.5	Appointment of an Authorised CCTV Manager	Appointment Approved	Director of Development Services	✓			
1.6	CCTV Policy approved and posted on website	Verification of website post	Community Safety	✓			
1.7	Authorised personnel with access to CCTV equipment are to abide by the terms of the Code of Conduct	Number of Signed Agreements	Community Safety	✓	✓	✓	✓
1.8	City of Kalamunda complaints procedure is applied to the CCTV Strategy	Number of complaints	Community Safety	✓	✓	✓	✓
1.9	Approval of Management (Standard Operating) Procedures	Procedures Approved	Director of Development Services	✓	✓	✓	✓
1.9.a	Recorded Material will be retained for a minimum of thirty-one (31) days	Retention Verified	Community Safety	✓	✓	✓	✓
1.9.b	CCTV Signage erected	Number of signs	Community Safety	✓	✓	✓	✓
1.9.c	Police retrieval of Recorded Material is documented	Procedures Approved	WA Police Force Community Safety	✓	✓	✓	✓
1.9.d	Police use of Recorded Material for criminal investigation is documented	Procedures Approved	WA Police Force Community Safety	✓	✓	✓	✓
1.9.e	Police use of Recorded Material in interview or court proceedings is documented	Procedures Approved	WA Police Force Community Safety	✓	✓	✓	✓
1.9.f	Reporting on CCTV system is to include the number of requests/ applications for Recorded Material.	Number of requests/ applications for Recorded Material	WA Police Force Community Safety	✓	✓	✓	✓
1.9.g	Image loss or tamper alarms are to be activated for all cameras.	Number of camera image losses and duration	WA Police Force Community Safety	✓	✓	✓	✓

No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
1.9.h	CCTV integrated into business continuity management plan and disaster recovery plans	Integration Verified	Community Safety	✓	✓	✓	✓
1.9.i	Independent CCTV Operation Audit, within a minimum of 3 years.	Audit Conducted & Reviewed	Community Safety	✓			✓

STRATEGY 2: EXPANDING

Public Open Space Strategy 2018

CCTV related Actions to be identified and adopted.

CCTV to be included in priority improvement and implementation items for improving POS.

Kalamunda Achieving Corporate Business Plan July, 2018 to June 2022

Develop the Community Safety and Crime Prevention Plan (2019-2024) and deliver the 2018 CSCPP initiatives.
CCTV systems to be acknowledged and considered as part of this strategy.

Develop and implement a Digital Strategy to attract funding through the Smart Cities Program.
CCTV systems to be acknowledged and considered as part of this strategy.

Implement the 2018/2019 initiatives in the Information Communication Technology Strategy.
CCTV Network applies to ICT.

Community Safety and Crime Prevention Plan 2013-2018

Review and enhance CCTV, lighting and other infrastructure to assist in surveillance of key community facilities/areas or those readily subject to anti-social or criminal behaviour.

Undertake local community safety action planning based on determination of priority locations.
CCTV to be considered.

No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
2.1	CCTV to be included in priority improvement and implementation items for improving Public Open Space.	POS Strategy acknowledges CCTV Strategy	Strategic Planning	✓	✓	✓	✓
2.2	Develop the Community Safety and Crime Prevention Plan 2019-2024 (CSCPP) and deliver the 2018 CSCPP initiatives. CCTV systems are to be acknowledged and considered as part of this strategy, including;	CSCPP acknowledges CCTV Strategy	Community Safety Asset Services	✓	✓	✓	✓

No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
2.2.a	Conduct CPTED Reviews and CCTV Evaluation Assessments for all proposed camera locations;	All CCTV locations have a CPTED review conducted before installation.	Community Safety	✓	✓	✓	✓
2.2.a.i	Review and enhance CCTV, lighting and other infrastructure to assist in surveillance of key community facilities/areas or those readily subject to anti-social or criminal behaviour	Number of areas identified	Community Safety	✓	✓	✓	✓
2.2.a.ii	Undertake local community safety action planning based on determination of priority locations;	Number of community safety action plans developed	Community Safety	✓	✓	✓	✓
2.2.a.iii	CCTV installations are supported with functional requirements and risk assessments;	Number of Functional Requirements established	Community Safety	✓	✓	✓	✓
2.2.a.iv	CCTV cameras are installed at fixed locations, based on known crime statistics identified by the WA Police Force and a CPTED assessment for each location;	Number of cameras installed	Community Safety WA Police Force	✓	✓	✓	✓
2.2.a.v	Number of contributions each CCTV camera makes to police in the form of image downloads; and	Number of image downloads	Community Safety WA Police Force	✓	✓	✓	✓
2.2.a.vi	CCTV locations are mapped.	Areas mapped	Community Safety WA Police Force	✓	✓	✓	✓
2.2.b	CCTV improves perceptions of safety through community consultation.	Community Safety perceptions	Community Safety	✓	✓	✓	✓
2.2.c	CCTV Reduces Reported Crime in the target area.	Reported Crime Statistics	Community Safety WA Police Force	✓	✓	✓	✓
2.3	ICT system integration and network planning should establish the following:						
2.3.a	CCTV system complies to the ICT Policy and ICT Strategic Plan;	Compliance verified	Community Safety ICT	✓	✓	✓	✓

No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
2.3.a.i	Technical Design to integrate new technology (analytics) to improve operation efficacy; and	New technology adopted	Community Safety ICT	✓	✓	✓	✓
2.3.b	CCTV system complies with the Smart City – Digital Strategy.	Compliance verified	Community Safety ICT	✓	✓	✓	✓
STRATEGY 3: FUNDING							
Community Safety and Crime Prevention Plan 2013-2018							
Seek internal and/or external funding assistance to assist in enabling the implementation of community safety and crime prevention initiatives. CCTV to be included							
No.	Operational Initiative	Measurements	Lead Unit	Expected Work Undertaken			
				18/19	19/20	20/21	21/22
3.1	CCTV to be included as part of seeking internal and/or external funding assistance to assist in enabling the implementation of community safety and crime prevention initiatives.	Federal Government Safer Suburbs Grants State CCTV Strategy Grants	Safer Communities (Federal) Safer Streets (WA) WA Police Force	✓	✓	✓	✓
3.1.a	Prepare and cost plans for new Installations	Federal Government Safer Suburbs Grants State CCTV Strategy Grants	Safer Communities (Federal) Safer Streets (WA) WA Police Force	✓	✓	✓	✓
3.1.b	Prepare and cost for camera and equipment replacement, renewal or upgrade	City of Kalamunda Annual Budget	Community Safety ICT			✓	✓
3.2	CCTV systems to be acknowledged and considered as part of the Digital Strategy to attract funding through the Smart Cities Program	City of Kalamunda Annual Budget	ICT	✓	✓	✓	✓
3.3	Implement the 2018/2019 initiatives in the Information Communication Technology Strategy. CCTV Network applies to ICT. Budget Operating & Maintenance Expenses.	City of Kalamunda Annual Budget	Community Safety Asset Services	✓	✓	✓	✓
3.3.a	Technical Design to integrate new technology (analytics) to improve operation efficacy	Improvement in one or more objectives	Community Safety ICT	✓	✓	✓	✓

ANNEXURE A: CITY OF KALAMUNDA CCTV POLICY

TITLE	CCTV Policy		
POLICY NUMBER			
POLICY OWNER	Director of Development Services		
DATE ADOPTED		DATE REVIEWED	

OBJECTIVE	This policy establishes the purpose, principles and requirements for the installation, management and maintenance of CCTV systems owned and operated by the City of Kalamunda.		
<p>RATIONALE</p> <p>The City of Kalamunda is committed to a safe community and workplace.</p> <p>CCTV surveillance is acknowledged as a valuable and effective tool for the protection of people and property. The City of Kalamunda owns and operates CCTV at various locations as part of security systems to protect City assets and in the public realm to create a safer community by contributing to the deterrence and response to crime.</p> <p>CCTV OBJECTIVES AND GUIDING PRINCIPLES</p> <p>To implement this policy, the City of Kalamunda has set the following primary objectives:</p> <ol style="list-style-type: none"> 1. Contribute to community safety, asset protection and police response capability; 2. Contribute to perceptions of safety and making people feel safe and secure; and 3. Maintain ownership and responsible control of the CCTV system. <p>In achieving these objectives, the City's CCTV system will be operated in accordance with the following guiding principles:</p> <ol style="list-style-type: none"> 1. CCTV is installed to contribute to the protection and safety of the City's assets, public spaces and community; 2. CCTV is part of a multi-faceted approach to crime prevention and community safety and installations are based on an evidence-based assessment of public open space or asset risk assessment; 3. The contribution and value of CCTV is acknowledged through Community and Stakeholder consultation; and 4. CCTV systems are maintained to a high operational standard and operated in compliance with all relevant legislation and functional requirements. <p>WA POLICE FORCE MEMORANDUM OF UNDERSTANDING</p> <p>The City of Kalamunda is a donor to the State CCTV Strategy. The City of Kalamunda provides access to live Recorded Material of public space CCTV to the WA Police Force, under the terms of the WA Police Force MOU .</p> <p>The City of Kalamunda may withdraw from the WA Police Force MOU in accordance with Clause 5 of the WA Police Force MOU .</p> <p>CONTROL OF RECORDED MATERIAL</p> <p>The City of Kalamunda manages Recorded Material according to Management (Standard Operating) Procedures.</p> <p>Access to Recorded Material may be approved in the following circumstances:</p> <ol style="list-style-type: none"> 1. Recorded Material is accessed by the WA Police Force in accordance with the WA Police Force MOU and following receipt of a signed application for Recorded Material (Annexure I); 2. Recorded Material is subject to a subpoena or lawful order by a court; and 3. Following receipt of a Freedom of Information application, however, each application will be assessed on a case by case basis, in accordance with the Freedom of Information Act 1992. 			

CROSS REFERENCE (IF ANY)	
Management Practice No:	Delegation No:
LEGAL REFERENCES	
Legislation:	Refer to CCTV Strategy - Annexure C
Local Law:	
Notes:	Refer to CCTV Strategy

ANNEXURE B: CITY OF KALAMUNDA CCTV POLICY FRAMEWORK

In accordance with the Guiding Principles, the City of Kalamunda will manage and operate CCTV systems in accordance with an integrated policy framework, including;

Reference Number	Policy	CCTV Policy Relevance
C-ADM02	Complaint Handling Policy	CCTV management and operations will handle complaints in accordance with City policy.
C-AS-01	Asset Management Policy	CCTV assets should be managed in accordance within the City of Kalamunda's asset management framework.
C-AS-02	Street Tree and Streetscape Management Policy	CCTV is installed as part of the streetscape and fields of view are impacted by trees. Tree pruning schedules should consider camera and lighting requirements.
C-HR03	Occupational Safety and Health	CCTV installations and operations should be managed as part of the OSH management framework.
C-HR06	Risk Management	CCTV installations and operations should be managed as part of the risk management framework.
S-HR10	Social Media City Policy	CCTV Operations will use and respond to social media as part of its community engagement strategy.
C-IT01	Mobile Phone and Tablet Device – Provision, Usage and Disposal	CCTV systems may be accessible via mobile devices to improve efficient access and usage.
SM-IT03	IT Project Management	CCTV systems should be acknowledged, considered and integrated where possible as part of IT Projects.
SM-IT04	IT Security	CCTV systems and operation will comply with IT Security requirements.
SM-PRO1	Communication and Engagement City Management Procedure	CCTV installations and operations will adopt this procedure.
S-DS01	Enforcement	CCTV Operations will assist with enforcement activities where possible.
ADM23	Graffiti – Removal and Prevention	CCTV Operations will contribute to this policy in deterrence or detection.
COMR15	Public Awareness and Publicity	CCTV installations and operations will adopt this policy, including installation of CCTV signage.
COMR6	Community Policing	CCTV Operations will contribute to this policy in supporting local police capability.
FAC5	Clubhouses and Facilities on Reserves	CCTV installations and operations will contribute to the security of City facilities and deter crime.
Not Applicable	Public Code of Practice for Closed Circuit Television (CCTV) within the Shire of Kalamunda	This policy supersedes this Code of Practice

ANNEXURE C: LEGISLATION & STANDARDS FRAMEWORK

LEGISLATION FRAMEWORK

In accordance with the Guiding Principles, the City of Kalamunda will manage and operate CCTV systems in compliance with all relevant legislation, including;

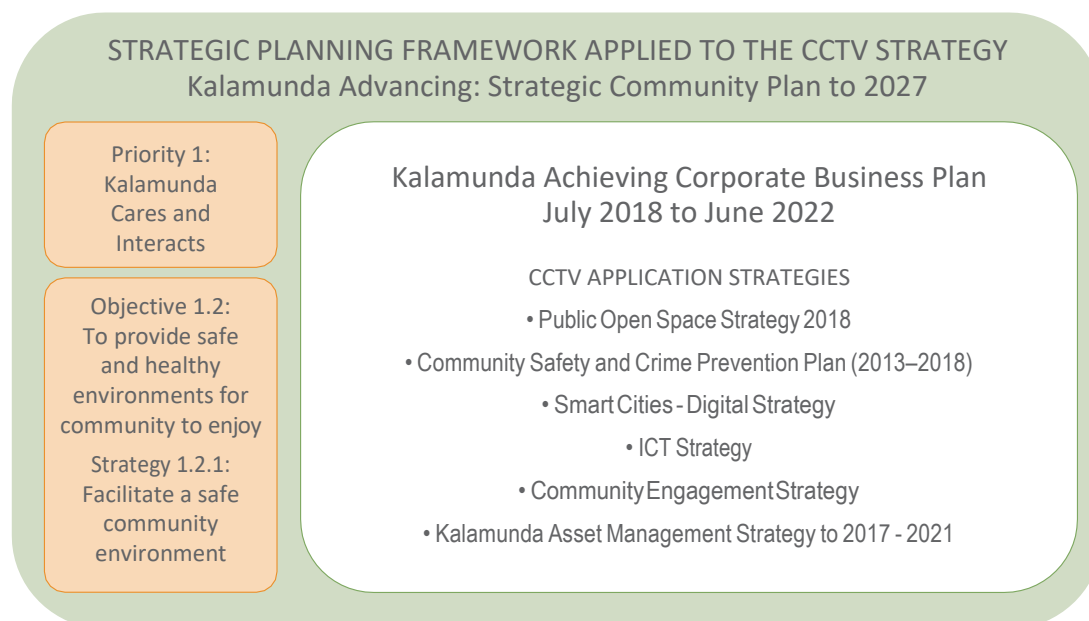
- Local Government Act 1995;
- WA Surveillance Devices Act 1998;
- WA Security and Related Activities Act 1996.
- Records Management Act 2000;
- Freedom of Information Act 1992;
- Privacy Act 1988; and
- Criminal Investigation Act 2006.

STANDARDS AND GUIDELINES FRAMEWORK

In accordance with the Guiding Principles, the City of Kalamunda will manage and operate CCTV systems in compliance with all relevant standards and guidelines, including;

- WA State CCTV Strategy;
- Australia and New Zealand Police Recommendations for CCTV systems;
- State CCTV Strategy Infrastructure Fund Guidelines;
- Australian/New Zealand Standard AS/NZS 6276 CCTV Parts 1 – 5;
- ISO 31000:2009 Risk Management;
- AS2201.1:2007 Security Installation;
- AS/ACIF S009:2008 – Cabling Provider Rules; and
- AS/NZS 1798:2007 – Lightning Protection.

ANNEXURE D: STRATEGIC PLANNING FRAMEWORK



Kalamunda Advancing: Strategic Community Plan to 2027	
Priority 1	Kalamunda Cares and Interacts Outcome: To demonstrate improvement in safe and secure communities.
Objective 1.2	To provide safe and healthy environments for community to enjoy: The CCTV Strategy is directly linked to achieving this objective.
Strategy 1.2.1	Facilitate a safe community environment: Measurement: Increasing community perception of safety in the City.
Kalamunda Achieving Corporate Business Plan July, 2018 to June 2022	
Community Safety and Crime Prevention Plan (2013–2018)	Develop the Community Safety and Crime Prevention Plan (2019-2024) and deliver the 2018 CSCPP initiatives. CCTV systems to be acknowledged and considered as part of this strategy.
Smart Cities - Digital Strategy	Develop and implement a Digital Strategy to attract funding through the Smart Cities Program. CCTV systems to be acknowledged and considered as part of this strategy.
ICT Strategy	Implement the 2018/2019 initiatives in the Information Communication Technology Strategy. CCTV Network applies to ICT.
Community Engagement Strategy 2017	Deliver initiatives contained within the community engagement strategy. Consult and survey the community on public space CCTV installations.
Public Open Space Strategy 2018	
Ensure Public Open Space (POS) is safe for all members of the community	
Strategic Direction	CCTV related Actions to be identified and adopted
	CCTV to be included in priority improvement and implementation items for improving POS

Community Safety and Crime Prevention Plan 2013-2018		
1.2 Guiding Principles:	Consultation with the community and agencies to develop solutions to local safety and crime issues will be on-going.	
Strategy 1	Awareness and Understanding	
Objective 1.1	Increase community awareness and understanding of community safety and crime prevention in the Shire of Kalamunda.	
	A.1	Enhance and promote community safety and crime prevention information on the Shire website. Include CCTV awareness.
	A.4	Raise awareness of community safety and level of service provided to community. Include CCTV awareness.
Strategy 2	Programs and Partnerships	
Objective 2.2	Maintain effective working relationships with State Government, key organisations and community groups to plan and implement community safety and crime prevention initiatives.	
	B.5	Seek internal and/or external funding assistance to assist in enabling the implementation of community safety and crime prevention initiatives. CCTV to be included for funding programs.
Strategy 3	Physical Environment	
Objective 3.0	Contribute to and promote a safe physical environment	
	C.2	Review and enhance CCTV, lighting and other infrastructure to assist in surveillance of key community facilities/areas or those readily subject to anti-social or criminal behaviour.
Strategy 5	Targeted Precinct Planning	
Objective 5.1	To utilise local knowledge and solutions to improve community safety	
	E.4	Undertake local community safety action planning based on determination of priority locations. CCTV to be considered.
Kalamunda Asset Management Strategy to 2017 - 2021		
Priority Action	Define levels of service for all asset classes	
	CCTV to be recognised as part of the Asset Register Data	
Priority Action	Manage performance of assets in respect of their levels of service through a well-defined set of indicators and targets	
	CCTV to be incorporated into Asset Management Plans, Buildings Asset Management Plans and Pathways and Parks Asset Management Plans	
City of Kalamunda Community Engagement Strategy 2017		
Engagement Level 2:	Consult	The City will ensure the community is consulted on issues which impact them directly or are of concern to the community or to any group within the community in a timely manner.
Consulting Strategy 2.2		On-line comment: CCTV to be included for online comment.
Consulting Strategy 2.3		Surveys: CCTV to be including in community safety surveys. Is CCTV making people feelsafer?
Collaborating Strategy 4.0		Advisory/Management Committees: CCTV to be included on Community Safety Committee agenda.

ANNEXURE E: MANAGEMENT (STANDARD OPERATING) PROCESURES

CCTV MANAGEMENT

STANDARD OPERATING PROCEDURES

The Manager Community Safety Services is appointed as the Authorised CCTV Manager and custodian of the CCTV Strategy.

- Business Units and roles with CCTV management or operational responsibilities include:
- Manager Community Safety Services, Community Safety Services
- Manager Information Technology, ICT
- Coordinator Information Technology, ICT
- Senior Business Analyst (IT), Corporate Services
- Recreation Facilities Team Leader
- Officer in Charge, Forrestfield Police Station, WA Police Force

ROLES AND RESPONSIBILITIES

The role and duties of the Authorised CCTV Manager include:

- a. Manage the implementation of the CCTV Strategy and allocate tasks and functions to Authorised Personnel, assuming responsibility for ensuring these are efficiently performed in a manner consistent with the CCTV Objectives.
- b. Prepare budget estimates and funding applications and ensure the cost effectiveness of operations by regularly reviewing expenditure and asset depreciation. Includes maintaining the Asset Register, GIS/ Intranets of camera and equipment locations and system valuations.
- c. Act upon any delegated authority to ensure compliance to the CCTV Policy.
- d. Make determinations on the need for CCTV system modifications, including replacement and upgrades or procedural improvements, where appropriate.
- e. Allocate and modify, when necessary, surveillance or monitoring schedules in respect to identifying police intelligence, "hot spots" and peak crime times, implementing effective strategies to support CCTV Operations in reducing crime and anti-social behaviour in these and other areas.
- f. Regularly liaise with the WA Police Force and Forrestfield Police Station in respect to recorded material, submissions for Recorded Material, crime statistics, general trouble spots and other relevant matters to ensure the activities of the CCTV Operations complement Police priorities.
- g. Liaise with business and community group representatives to ensure their security needs are addressed and catered for whenever possible.
- h. Take an active part in improving the effectiveness of the Community Safety and Crime Prevention Planning in terms of applying the CCTV Strategy.
- i. Keep abreast of CCTV technology, practices and all introduced amendments to related legislation and where necessary introduce changes to maintain operational and legislative compliance.
- j. Assume responsibility for CCTV management reporting and monitor incident reports for correct completion in respect to names, addresses, vehicle descriptions if applicable etc. and that the evidence obtained in respect to each is of a sufficient quality to support prosecutions in the event of contested matters.
- k. Act on delegated authority in conjunction with the release and destruction of Recorded Material after assessing the evidence available and the circumstances of the matter.
- l. Assume responsibility for ensuring compliance with the CCTV Code of Conduct.

- m. Act on delegated authority to approve access to CCTV equipment when considered appropriate or necessary.
- n. Ensure CCTV related complaints, correspondence and reports are effectively investigated, prepared and completed within required time frames.
- o. Ensure that Authorised Personnel perform at a high level through the development, training and management of CCTV systems.
- p. Represent and promote the CCTV Strategy and the interests of the City of Kalamunda when required to attend various meetings, public forums or as a member of an advisory group.
- q. Foster a high standard of public relations in support of the CCTV Strategy.
- r. Authorise the use of hidden cameras which may be used for specified or defined operational purposes only, subject to an approved operational plan (e.g. for illegal dumping).

AUTHORISED ACCESS AND CONTROLS

Access to the CCTV system is restricted to authorised persons only and should be reviewed periodically. The details of all employees and / or police officers are to be recorded that has access to the CCTV systems, including the CCTV location that can be accessed and the reason for their access; and

The City requires all delegated officers of the City of Kalamunda Chief Executive Officer and any WA Police Officers with access to the CCTV systems to sign the City of Kalamunda CCTV Code of Conduct (Annexure H).

Training on the operation of CCTV systems should be provided to Authorised Personnel.

CCTV management procedures have been established to control access:

- a. The City of Kalamunda provides access to live video monitoring of public space CCTV to the WA Police Force at the Forrestfield Police Station, under the terms of the WA Police Force MOU.
- b. The City of Kalamunda may withdraw from the WA Police Force MOU in accordance with Clause 5 of the WA Police Force MOU.
- c. WA Police Force access to Recorded Material is governed by Schedule B of the WA Police Force MOU. Police access procedures are documented and independently auditable.
 - i. Police retrieval of Recorded Material is documented. Reports from system access logs are automated and independently auditable.
 - ii. Police use of Recorded Material for criminal investigation is documented and recorded as a key performance indicator.
 - iii. Police use of Recorded Material in interview or court proceedings is documented and recorded as a key performance indicator.

RECORDED MATERIAL

Access to any Recorded Material will be in accordance with the CCTV Policy and these Management (Standard Operating) Procedures.

Recorded Material will be retained for a minimum of thirty-one (31) days unless otherwise specified or required in relation to an approved police operation or the investigation of crime or events for court or formal review proceedings.

Recorded Material released to WA Police Force shall be subject to random audit, verified for accuracy, relevance and must not exceed that necessary to fulfil the purposes of the submitted request.

Recorded Material, hard copy or electronic will then be purged, erased, deleted or destroyed following receipt of written authorisation by the Authorised CCTV Manager, with released material destroyed following written confirmation on the original release request.

Reporting on CCTV systems is to include the number of requests/applications for Recorded Material.

System specifications for existing and new video management systems are to configure auditable reports, for

Recorded Material retained, including camera number, commencement and conclusion time, time/date of recording, case number or reference and offence type.

SYSTEM MAINTENANCE

CCTV maintenance regime is contracted (Tender Reference) and reviewed for annually to measure system effectiveness and efficacy. Each quarter, maintenance is required to:

- a. Ensure all equipment is operational;
- b. Verify image quality of all cameras against the ANZPAA Checksheet;
- c. Clean camera lenses, domes and mounts;
- d. Ensure all cameras are securely mounted;
- e. Check, test and service system head-end including checking backups, archives, UPS and fail over configurations.
- f. Cleaning and check operation of adjacent luminaries;
- g. Reprogram light switch timers (if installed).
- h. Provide a documented Report and Service Log Completion (at head-end location).
- i. Structural integrity inspection of CCTV poles against damage and erosion.

CCTV SIGNAGE

CCTV signage should be considered to be a safety orientated sign and used for crime prevention purposes. The importance of effectively placing CCTV signage in the monitored area cannot be underestimated. Location, height and existing visual distractions are major factors which contribute to the effectiveness of a sign when installed.

CCTV signage will be erected at all formal or high traffic access points within the monitored area and at each camera location. Signs should be checked regularly for damage or theft.

As referred to in AS/NZS 62676, signage at all CCTV system site entries (as a minimum) shall comply with the applicable Federal, State and Territory Privacy and Surveillance Legislation and shall comply with the requirements of AS2342. For other examples and the display of multiple hazards, also refer to AS2416-2002.

It is important that CCTV signage be installed in positions which allow the best opportunity to capture the attention of pedestrians and thus improve safety and crime risk management, hence:

- Signs will be sited to inform the public that cameras are in operation and promote easy readability, including for those who may be influenced by drugs or alcohol.
- Signs will identify the City of Kalamunda as the owner of the CCTV system.



MEASURING AND MAINTAINING OPERATIONAL PERFORMANCE INDICATORS

CCTV faults are to be recorded and reviewed annually as a key performance indicator. The number and duration of camera faults and most accessed cameras for Recorded Material are to be identified.

The City will integrate the CCTV Strategy into the City of Kalamunda business continuity management plan and disaster recovery plans. Both plans will be periodically tested for effectiveness.

As a minimum, an independent CCTV Operations audit should be conducted at least within each three (3) years.

COMMUNITY ENGAGEMENT

In accordance with the City of Kalamunda Community Engagement Strategy the community will be engaged through introducing CCTV to community safety surveys. Community surveys will measure the following:

- a. The percentage of people responding to a Community Survey who indicate they feel safe in the city in the day and at night.
- b. The percentage of businesses, residents and visitors who are aware of public space CCTV.
- c. CCTV to be included amongst options to which the community feels contribute the most to feeling safe in the community.

PUBLIC INFORMATION

The City of Kalamunda will make the following documents public on the City's website, namely:

1. CCTV Policy
2. CCTV Code of Conduct.
3. Complaint procedures or refer to the City of Kalamunda Complaint Procedure.

Public inquiries in relation to the City of Kalamunda CCTV Strategy must be made in writing to the Chief Executive Officer via enquiries@kalamunda.wa.gov.au.

CODE OF CONDUCT

The City of Kalamunda CCTV Code of Conduct applies to all delegated officers of the City of Kalamunda Chief Executive Officer and WA Police Officers with access to CCTV equipment and Recorded Material.

FREEDOM OF INFORMATION

A Freedom of Information (FOI) application may be made for access to Recorded Material and will be assessed on a case by case basis, in accordance with the Freedom of Information Act 1992.

Security cameras are often exempt from FOI and the City of Kalamunda installs CCTV for security and crime deterrence purposes.

Relevant links

https://www.oic.wa.gov.au/materials/Accessing_Docs.pdf

<https://www.maddocks.com.au/responding-requests-access-cctv-footage/>

COMPLAINTS

The City of Kalamunda complaints procedure is applied to the CCTV Strategy.

Complaints in relation to the City of Kalamunda CCTV Strategy or any part of the CCTV system must be made in writing to the Chief Executive Officer via enquiries@kalamunda.wa.gov.au.

MEDIA MANAGEMENT

Media inquiries in relation to the City of Kalamunda CCTV Strategy must be made in writing to the Chief Executive Officer via enquiries@kalamunda.wa.gov.au.

ANNEXURE F: CURRENT CCTV FUNCTIONS & MAINTENANCE

FUNCTION	CURRENT CCTV FUNCTIONAL & MAINTENANCE REQUIREMENTS	
	CAMERA NUMBER:	
	LOCATION:	
DESIGN	1	Field of View (FoV) Purpose a. Detection b. Recognition c. Identification d. All of the above (PTZ)
	2	Camera Lens Requirements a. Pan, Tilt, Zoom (PTZ) Fixed b. Dual c. Hemispheric d. Thermal e. Licence Plate Recognition
	3	Mounting Options a. Hinged (Tilt) Pole (Also refer to Operations Function - Item 7) b. Existing Structure c. Existing Building – Name, Location d. Other – Tree Interference, Signage Interference
	4	Electricity Availability a. Yes b. Within distance (circle) c. 5m, 10m, 20m, 30m+
	5	Fibre Network Availability a. Yes. Define network type. b. Within distance (circle) c. 5m, 10m, 20m, 30m+
	6	Wi-Fi Network Availability a. Yes. Define network type. b. Within distance (circle) c. 5m, 10m, 20m, 30m+
	7	Other Network or Mobile Network Assets Availability a. Yes. Define network type. b. Within distance (circle) i. 5m, 10m, 20m, 30m+
	8	Lighting a. Available i. Lux levels (circle) 0- 2 lux, <10 lux, <20 lux, >20 lux b. Not Available
	9	Signage Requirements a. Number of signs required? b. Type i. Pedestrian ii. Vehicle

FUNCTION		CCTV FUNCTIONAL REQUIREMENTS	
		CAMERA NUMBER:	
		LOCATION:	
DESIGN	1	Day Activity	<ul style="list-style-type: none"> a. Low b. Moderate c. High
	2	Night Activity	<ul style="list-style-type: none"> a. Low b. Moderate c. High
	3	Area Activity Changes or Plans	<ul style="list-style-type: none"> a. Property Developments/Reactivation b. Special events c. Seasonal impacts (trees, shade, activity)
	4	Incident Response	<ul style="list-style-type: none"> a. Local Police Team b. Ranger Patrols c. Community Safety Patrols d. Parking Enforcement e. Partner Agency Operation
	5	Location Stakeholders	<ul style="list-style-type: none"> a. City of Kalamunda - City Business Units b. Community - residents c. Community -business d. Partner Agency
	6	Camera Cleaning Schedule	<ul style="list-style-type: none"> a. Monthly b. Quarterly c. Annually
	7	Camera Access Needs (Hinged (Tilt) Pole / EWP)	<ul style="list-style-type: none"> a. Routine b. Non-routine
	8	Tamper / Image Alarmed	<ul style="list-style-type: none"> a. Yes b. No
	9	Daily Camera Check Required	<ul style="list-style-type: none"> a. Yes b. No
	10	Trees And Pruning Schedule Requirements	<ul style="list-style-type: none"> a. Tree pruning required? <ul style="list-style-type: none"> i. Yes ii. No
CONTROLS	1	Camera Owner	<ul style="list-style-type: none"> a. City b. Agency c. External Network Access Involved
	2	Date Last Serviced	
	3	Date Next Service	
	4	Asset Registration	<ul style="list-style-type: none"> a. Make, Model, Serial Number b. Date Installed c. Installer d. Sample Image to ANZPAA CheckSheet
	5	Asset Registered	<ul style="list-style-type: none"> a. Two (2) Year Warranty b. Five (5) Year Camera Replacement Schedule

ANNEXURE G: ASSESSMENT OF NEW CCTV CAMERAS OR LOCATION

ASSESSMENT OF CITY CCTV LOCATIONS

MANDATORY CRITERIA

1. Location CPTED Assessment conducted
2. Camera aligns within the City of Kalamunda strategic planning and crime prevention framework.
3. It is technically and financially viable to install and operate a camera(s) at this location.

Proposed Location	
Camera Requested by	
Assessment Personnel	
Date & Time	

WEIGHTED CRITERIA: Minimum Total Score required: 75

1. Incidence of Crime / Emergency [Maximum 50 points]
 - Incidence crime against the person [high, medium, low]
 - Incidence of crime against property [high, medium, low]
 - The level of recorded anti-social behaviour [high, medium, low]
 - Incidence of emergency management situation [high, medium, low]

Criteria	High	Medium	Low
Incidence crime against the person	20	15	10
Incidence of crime against property	10	8	5
Level of recorded anti-social behaviour	10	8	5
Incidence of emergency management situation	10	8	5
Area awareness and situational intelligence offered	10	8	5

2. Level of Human Activity [Maximum 35 points]
 - The proximity to a main thoroughfares or crowded places
 - The level of pedestrian activity [high, medium, low]
 - The proximity to transport hubs
 - The proximity to licensed or high risk premises
 - The proximity to large events or venues
 - The proximity to community assets or landmarks
 - Proximity and line of sight to other CCTV cameras

Criteria	High	Medium	Low
The proximity to a main thoroughfare or crowded place	5	3	1
The level of pedestrian activity	5	3	1
The proximity to transport hubs	5	3	1
The proximity to licensed or high risk premises	5	3	1
The proximity to large events or venues	5	3	1
The proximity to community assets or landmarks	5	3	1
Proximity and line of sight to other CCTV cameras	City 3	Business 3	Private 1

List Other CCTV Owners/Operator - Business, Private

3. Logistical Requirements [Maximum 24 points]

- Cost of network connection (Fibre optic, Cat6 cable, RF)
- Cost of access to power
- Cost of civil infrastructure installation
- Existing of restrictions or constraints that have a significant impact on the cost or viability of installation
- Cost of maintaining and servicing post-installation
- Lux level of existing lighting systems

Criteria	High	Medium	Low
Cost of network connection	4	3	2
Cost of access to power	4	3	2
Cost of civil infrastructure installation	4	3	2
Existing restrictions on installation	2	3	4
Cost of maintaining and servicing post-installation	4	3	2
Lux level of existing lighting systems	4	3	2

4. Value to the Network [Maximum 10 points]

- The extent to which the new installation will enhance the capability of the existing CCTV network to sequentially track offenders.

Criteria	High	Medium	Low
Enhance existing network sequencing	10	7	4

RESULTS

Scoring Totals	High	Medium	Low
Total for each Category			
Overall Total Score			

Additional Comments

ANNEXURE H: CODE OF CONDUCT

THIS CODE OF CONDUCT HAS BEEN DEVELOPED TO ENSURE THAT THE HIGHEST ETHICAL STANDARDS ARE MAINTAINED BY ALL AUTHORISED PERSONNEL WHO WORK WITH CITY OF KALAMUNDA CCTV SYSTEMS.

Any defined terms are to be given the same meaning as those terms are given in the CCTV Strategy.

NON COMPLIANCE WITH CODE OF CONDUCT

This Code of Conduct applies to all Authorised Personnel.

CCTV Operations require the highest standards of integrity and honesty. Consequently, any breach of this Code of Conduct could result in disciplinary action, up to and including dismissal and criminal proceedings.

ETHICAL USE OF CCTV SYSTEMS AND RECORDED MATERIAL

Authorised Personnel shall:

- at all times, act honestly and legally;
- treat all Recorded Material in an ethical manner and with the utmost of care, respect and dignity.
- interact with other Authorised Personnel, WA Police Force and stakeholders in a timely, courteous and cooperative manner.

CONFIDENTIALITY

Confidential Information means any images or footage whether live or recorded that are captured by the City's CCTV systems and any information arising from those things.

Authorised Personnel agree:

- not to disclose any Confidential Information other than to other Authorised Personnel to the extent that it is necessary for them to carry out their duties as Authorised Personnel; and
- to use her or his best endeavours to prevent the unauthorised use of any Confidential Information by any other person.

OPERATING CONDITIONS

In the course of carrying out their duties, Authorised Personnel shall:

- comply with the City's CCTV Strategy and it's Annexures;
- not use CCTV Operations for personal benefit or in a manner which invades individual or group privacy;
- use cameras in accordance with the CCTV Objectives, with priority being given to circumstances where there is an operational necessity or a reasonable belief that an offence has or is likely to occur;
- only allow access to Recorded Material in accordance with the CCTV Policy and the CCTV Management (Standard Operating) Procedures (Annexure E to the CCTV Strategy);
- only destroy CCTV Operational records and Recorded Material (hard copy or electronic) following receipt of written authorisation by the Authorised CCTV Manager to do so, and destruction of CCTV Operational records and Recorded Material shall be undertaken in accordance with the CCTV Management (Standard Operating) Procedures (Annexure E to the CCTV Strategy).

REPORTING A BREACH OF THE CODE OF CONDUCT

If Authorised Personnel, consider that the conduct of an officer of the City of Kalamunda or the WA Police Force breaches a provision of this Code of Conduct then that person must report that conduct to the Authorised CCTV Manager. Any reported matters will be handled by the City with sensitivity.

I have read and understood the CCTV Code of Conduct and agree to abide by its terms.

SIGNATURE _____ DATE _____

ANNEXURE I: APPLICATION FOR RECORDED MATERIAL

CITY OF KALAMUNDA CCTV STRATEGY

FORM 1 INSTRUCTIONS

The following are guidelines for completing an application to view or obtain a copy of Recorded Material by a member of the WA Police Force. Following the guidelines and providing the required information will assist with the prompt identification, processing and approval of the application. All requests and use of Recorded Material must be auditable and comply with the terms of the WA Police Force MOU.

NATURE OF APPLICATION

- View Recorded Material – Ticking this box permits the Case Officer/s listed on the application to view the relevant Recorded Material and Recorded Material will not be released if only this box is ticked.
- Obtain a copy of Recorded Material – Ticking this box allows the Case Officer/s listed on the application to take a working copy of the Recorded Material. Any Recorded Material released remains the property of the City of Kalamunda and is subject to the Form 1 Conditions of Use.

APPLICANT DETAILS

- Authorising Officer Details – WA Police Force Authorising Officers are permanent or acting senior officers at the rank of Inspector or above or the Officer in Charge of the Forrestfield Police Station. Any officers not authorised to approve the application will cause the application to be rejected.
- Case Officer Details – Write the name and rank of the Case Officer and/or any other Officer requiring access to view relevant Recorded Material.

INCIDENT DETAILS

- Location of Incident – Please describe the original incident location as accurately as possible including the names of any nearby premises and streets. Also add details of locations and directions persons may have decamped in if known, as numerous VSS cameras may have recorded the persons involved either before or after the incident.
- Details of Incident - Please describe what took place and the individuals involved including last known directions, colours of clothing, accessories etc and/or attach an edited version of the Victims Statement or Narrative.
- Type of Offence Incident Relates To – Write the offence here ensuring it meets with the guidelines set out in the City of Kalamunda Code of Practice. Please also include the Police Reference No.

SIGNATURES

- Authorising Officer – Ensure that permanent or acting senior officers at the rank of Inspector or above or the Officer in Charge of the Forrestfield Police Station or relieving at that rank authorises the application.
- Case Officer – Ensure the Case Officer, who is making the application, signs the second page after reading the Conditions of Use.

For assistance please contact

City of Kalamunda via enquiries@kalamunda.wa.gov.au

CITY OF KALAMUNDA CCTV STRATEGY

APPLICATION TO VIEW/OBTAIN A COPY OF RECORDED MATERIAL BY A MEMBER OF THE WA POLICE FORCE

FORM NUMBER

VSS Ref No: []

Date Received: []

TRIM Reference: []

NATURE OF APPLICATION

View Recorded Material

Obtain a Copy of Recorded Material

The information provided in the application is true and correct.

APPLICANT DETAILS

AUTHORISING POLICE OFFICER DETAILS

Name and Rank: []

(Must be Inspector or Above)

Signature: []

CASE OFFICER DETAILS

Name and Rank: []

Email Address: [@police.wa.gov.au]

Local Area Command: []

Date of Application: []

Telephone Number: []

INCIDENT DETAILS

Police Event No: []

Police Case No: []

Date of Incident: []

Time of Incident: []

Type of offence incident relates to: []

Location of Incident: (Please describe the location as accurately as possible including the names of any nearby premises and streets)

[]

Details of Incident: (Please describe what took place and the individuals involved or attach edited version of the Victims Statement or Narrative)

[]

CITY OF KALAMUNDA USE ONLY

APPROVAL

<input type="checkbox"/> Approved <input type="checkbox"/> Rejected	Reason For Rejection	
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Approved By	Signature	Date

Reviewed By	Signature	Date

Police Copy No:	Security Seal No:	
		Nil Find <input type="checkbox"/>

Collected/Viewed by	Signature	Date

CONDITIONS OF USE

Any Recorded Material supplied to police remains the property of the City of Kalamunda and is only provided for the purpose it has been requested for.

Recorded material will only be provided on copy protected CD/DVD only or protected electronic file. Any further copies must be requested from the City of Kalamunda.

Copies of any Recorded Material released to police are not to be reproduced except for court purposes or for the purpose of review by the WA Ombudsman.

Police will not show, display or release Recorded Material publicly or to the media without the prior written consent of the City of Kalamunda.

Police will keep Recorded Material secure and protected.

The City of Kalamunda will retain a sealed master copy of any Recorded Material provided to police which may be subpoenaed if necessary.

SIGNATURE

I have read the Conditions of Use and the Conditions of Entry above and agree to abide by them.

WA Police Force Case Officer:

Name and Rank	Signature	Date

SUBMISSION

Completed applications for the viewing/supply of Recorded Material should be forwarded to:

Chief Executive Officer, City of Kalamunda via Email enquiries@kalamunda.wa.gov.au



City of
Kalamunda



2 Railway Road, Kalamunda WA 6076

PO Box 42, Kalamunda WA 6926

T: 08 9257 9999. F: 08 9293 2715

E: enquiries@kalamunda.wa.gov.au

kalamunda.wa.gov.au