



# NORTHAMPTON BOROUGH COUNCIL

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### OVERVIEW AND SCRUTINY

#### SCRUTINY PANEL 3 – CUSTOMER SERVICES

21 MARCH 2012

#### Baseline Data: CCTV in the One Stop Shop

##### CCTV in the One Stop Shop

Cover by three cameras in the three main areas:

**Camera 1:** Self-serve area: Directional camera pointing towards the entrance doors

**Camera 2:** Main entrance: 'dome' camera with roving capacity controlled by CCTV

**Camera 3:** Interview rooms/Registrars/Police desk: 'dome' camera with roving capacity controlled by CCTV

All cameras are monitored by CCTV. 'Tapes' are held by, and are the property and jurisdiction of CCTV, and kept for a *maximum* of 31 days.

Regarding suggestions for an 'upgrade', could be Camera 1 (self-serve area), currently directional only (ie: only the entrance door is capture), this may benefit from being a 'dome' camera with roving capacity.

CCTV tape protocol lies with CCTV. Any personal or non-NBC business-related request for viewings are dealt with under the FOI Act, the appropriate officer. However, the Manager of Customer Services can request for a tape to be viewed for a specific Corporate or Business Need.