



# **NATIONAL SURVEILLANCE CAMERA STRATEGY FOR ENGLAND AND WALES**

**CIVIL ENGAGEMENT PLAN**

## Introduction

The Civil Engagement Plan of the Surveillance Camera Commissioner's National Strategy for England and Wales sets out activities to engage citizens and civil society about the use of surveillance camera systems and associated technologies (such as automatic facial recognition), and to raise awareness and encourage discourse about the use of such systems. It aligns to the Commissioner's strategic vision:

*The public are assured that any use of surveillance camera systems in a public place helps to protect and keep them safe, whilst respecting the individual's right to privacy. That assurance is based upon deployment which is proportionate to a legitimate purpose, and transparency which demonstrates compliance with best and good practice and relevant legal obligations<sup>1</sup>.*

Where there is a need for civil engagement it maps against the deliverables in the Strategy's Delivery Plans and will be refreshed as the strategy develops, deliverables are met and revised. It will complement the Strategy's overarching Communications Plan.

## Objective

- Make information freely available to the public about the operation of surveillance cameras

## Outcomes

If we are successful in meeting the Commissioner's Strategic Vision and Objective the following outcomes will be realised:

- Citizens have free access to information relating to the operation of surveillance cameras
- Citizens have a better understanding of their rights in relation to the operation of surveillance cameras
- Citizens have an understanding of how surveillance cameras function and are used
- Service providers/organisations have an understanding of the information relating to the operation of surveillance cameras that they should make available to citizens.

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<sup>1</sup> Para 6 National Surveillance Camera Strategy for England and Wales - [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/608818/NSCS\\_Strategy\\_post\\_consultation.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/608818/NSCS_Strategy_post_consultation.pdf)

## Audience

| Who they are                  | Channels to reach them  |
|-------------------------------|---|
| UK Citizens                   | <ul style="list-style-type: none"><li>• Media: print (trade, national, local), TV (national, local), radio (national, local)</li><li>• Digital: websites, blogs, vlogs</li><li>• Social Media: Twitter, YouTube, Facebook</li><li>• Events: Question Time, Surveillance Camera Day, Data Protection Day, Seminars, workshops</li><li>• Champions: identify people to speak about surveillance cameras</li></ul> |
| Surveillance camera operators | <ul style="list-style-type: none"><li>• Through trade organisations e.g. PCMA</li><li>• Media: Trade publications</li><li>• Digital: websites, blogs, vlogs</li><li>• Social Media: Twitter, YouTube, Facebook</li><li>• Events: specific events aimed at this audience</li></ul>   |

## Activities

A series of engagement activities designed to enhance awareness of surveillance cameras:

### Activities linked to the Engagement Plan<sup>2</sup>

- Surveillance Camera Day: A series of coordinated media activities to promote the good governance and use of surveillance cameras (February 2019).
- Surveillance Camera 'Question Time': A Q&A session with public audience (February 2018).
- Data Protection Day: Press Release about surveillance Cameras to coincide with Data Protection Day (28 January 2018).

### Activities linked to the wider strategy but not in the delivery plans

- Spokesperson: Media comment by relevant spokespeople to coincide with the events above.

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<sup>2</sup> The dates referred to here are provisional at the moment and are subject to agreement by the wider Strategy Group and are to be coordinated with other activities associated within the strategy

- Surveillance Camera Factsheet: Encourage operators to make available to the public a standardised surveillance camera factsheet. These are to be published to coincide with the Surveillance Camera Day.
- Encourage operators to undertake public engagement activities in line with best practice for surveillance cameras.
- Encourage operators to provide up-to-date print and online materials relating to the provision and operation of surveillance cameras.

## Engagement Grid

| Make information freely available to the public about the operation of surveillance cameras               |          |   |   |  |
|---|----------|---|---|--|
| Civil Engagement Outcomes   | Audience | Activity/Channel  | Links to the Strategy Deliverables  | Measures   |
| Citizens have free access to information relating to the operation of surveillance cameras                | Citizens | Provision of information by regulators and service providers: media, digital, service provider channels       | 5.5 Local authorities establish a single point of contact (SPOC)<br>11. Information hub launched  | Service providers/organisations routinely publish information about how and why they use surveillance cameras. i.e. location and number of cameras (where appropriate)     |
| Citizens have a better understanding of their rights in relation to the operation of surveillance cameras | Citizens | Provision of information by regulators and service providers: media, digital, social media, events, champions | 2.2 A question time event with an expert panel on surveillance camera issues.<br>2.3 Surveillance camera day  | Regulators in the surveillance camera space provide easily accessible, consistent information about individuals' rights regarding public space surveillance cameras.       |
| Citizens have a better understanding of how surveillance cameras function and are used                    | Citizens | Provision of information by regulators and service providers: media, digital, social media, events, champions | 4.1 Police completion and publication of self assessment tools<br>4.2 Police publish confirmation that they have Third Party Certification<br>5.3 Local authority completion and publication of self assessment tools<br>5.4 Local authorities publish confirmation that they have Third Party Certification<br>5.6 Model Service Level Agreement (SLA) between local authorities and police forces/other agencies<br>6.1 Non relevant authorities adopt the SC Code<br>6.2 Retailers complete and publish self assessment tools<br>5.4 Retailers publish confirmation that they have Third Party Certification | Service providers routinely publish information about the effect of their surveillance camera systems i.e. number crimes solved where surveillance cameras have been used. |

|   |                   |  |  |   |
|---|-------------------|--|--|---|
| Service providers have a better understanding of the information that they should make available to citizens relating to the operation of surveillance cameras. | Service providers | Provision of information by regulators to service providers: digital, events, media social media | <p>4.3 Police forces establish data collection processes which enable all forces to develop an evidence base which can inform best practice</p> <p>5.1 Development of a suite of performance standards and information criteria that local authorities (LAs) can make available to the public and key partners.</p> <p>Introduction of a surveillance camera factsheet which operators will be encouraged to complete and publish.</p> <p>Encourage operators to undertake public engagement activities in line with best practice for surveillance cameras.</p> <p>Encourage operators to provide up-to-date print and online materials relating to the provision and operation of surveillance cameras</p> | Regulators set clear, consistent guidance on the provision of information requirements for any service provider/organisations operating surveillance cameras and how that information should be made available to citizens. |
|---|-------------------|--|--|---|