

Manchester City Council Town Hall CCTV annual report August 2026

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Document Control

Revision History

Version	Author	Issue	Reason for issue	Review
01	Ridge Park	one	Initial issue to conform to new reporting guidelines	August 2027

Document Distribution

Number	Owner	Location
1	Ridge Park (authorised officer)	Shared folder
2		

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Methodology

In order to comply with the recommendations contained in the Information Commissioners CCTV Code of Practice published in October 2014 and the Biometrics and Surveillance Commissioners Camera Codes of Practice. Manchester City Council has produced this annual report which is publicly available on Manchester City Councils website.

The topics required to be covered are as follows:

- A description of the scheme and the geographical area(s) of operation

- The schemes policy statement

- The objectives and scope of the scheme

- Any changes to the operation or management of the CCTV scheme

- Any changes that have been made to the policy

- Any proposals to expand or reduce the operation of the scheme

- The aims and objectives for the next 12 months.

- The number of incidents recorded by the scheme

- The number of incidents reported to the law enforcement agencies and where appropriate other bodies e.g. local authority

- An assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

For the purpose of best practice this report will also include the following information:

The number of privacy impact assessments completed

The number of reviews of footage by police and authorized agencies and

The number of incidents per camera for the previous twelve months

The above will assist in compliance with Principle 10 of the Surveillance camera code of Practice.

Introduction

Description of the scheme

Manchester City Council (MCC) Facilities Management have 206 cameras that have been installed at strategically positioned locations around the Town Hall Estate.

System Operation

The system is monitored by dedicated Security Industry Authority Security Industry Authority (SIA) CCTV licenced staff. The system is operated and managed in accordance with current legislation, CCTV codes of Practice and the Security Provider Operational Procedures Manual.

Policy Statement and Scheme Description

Closed Circuit Television

The scheme comprises of cameras located in specific external and internal locations with control, monitoring and recording facilities at the dedicated CCTV control room

A risk-based process was utilised to assess the appropriateness of CCTV in each area that is subject of this evaluation. The cameras have been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report.

Ownership

The scheme is owned by MCC. They are responsible for the management, administration and security of the system. Manchester City Council subcontract the day-to-day management of CCTV operations to a Security Provider. The Security Provider manage the system and ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with MCC they may write to the Infocompliance Group at: Democratic Services Legal Team, Legal Services, PO Box 532, Town Hall, Manchester, M60 2LA. Email: informationcompliance@manchester.gov.uk

Complaints

Members of the public may register a complaint using the online complaint form, located on the [Manchester City Council Website](#)

Enquirers will be provided with the relevant documentation on request.

Statement Of Purpose And Principles

Purpose of this Code

The purpose of this Code is to outline how the Council uses CCTV cameras to meet its objectives in accordance with the relevant legislation and guidance.

General Principles of Operation

The Council is committed to safeguarding the rights of people visiting, living and working in Manchester. The Council will ensure that the cameras are operated in accordance with the principles in:

The Human Rights Act 1998

The UK General Data Protection Regulation and the Data Protection Act 2018

The Home Office's Surveillance Camera Code of Practice prepared in accordance with section 29 of the Protection of Freedoms Act 2012 (the Surveillance Code)

In the picture: A data protection code of practice for surveillance cameras and personal information produced by the Information Commissioner's Office (the ICO code)

The Regulation of Investigatory Powers Act 2000

The Freedom of Information Act 2000

CCTV cameras will be operated fairly, within the law, and only in so far as is necessary to achieve the purposes for which they are currently used and which are set out in this Code, or which are subsequently agreed in accordance with this Code.

Any other organisation, individual, including Council staff, or authority participating in the operation of the CCTV cameras or accessing footage provided by the CCTV cameras must comply fully with this Code and with any contractor's operational guidelines approved by the Council.

Purpose and Scope of the CCTV scheme

The cameras have been sited to capture images that are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose(s) for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes.

The scheme will be operated with due regard for the privacy of the individual.

Before cameras are placed in areas, residents, tenants and other stakeholders in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures.

The system will only be operated by trained, licenced and authorised personnel.

Manchester City Council support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to Manchester City Councils CCTV control room accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfil the purposes of the scheme.

The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner. The registration number is Z6942262. The scheme is managed in accordance with the principles of the General Data Protection Regulations, Human Rights Act 1998 and all other relevant legislation including the Biometric and Surveillance Commissioners Camera Code of Practice.

Reviews of Data Protection and Legal requirements are undertaken annually.

Personnel

All personnel involved with the monitoring of CCTV are SIA CCTV licensed.

Training

All employees engaged in the monitoring and operation of CCTV receive regular refresher training. This includes monthly CCTV scenario training.

Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural manual. The scheme is registered with the Information Commissioner, details of which can be obtained from the Information Commissioner's web site. The scheme operates within the requirements of the new General Data Protection Regulation (GDPR), Human Rights Act 1998 and relevant legislation.

Audit

As mentioned previously, this scheme is required to be independently monitored, this includes a review of the scheme's operation and working practices.

A full audit was undertaken on the 18th August 2026 and subsequent desktop completed prior to this evaluation report which considered the following: The level of attainment of objectives and procedures.

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2025/2026 period.

Procedures are governed by the Code of Practice and Procedures Manual; these will be reviewed annually and comply with relevant processes and legislation in particular the GDPR and Human Rights Act 1998.

Random audits of the data log and the release of information

All administrative documentation, which incorporate the release of information, incident reports and print registers in connection with this scheme were examined and all appear to be completed in accordance with the Procedures and policies.

The review policy

The review policy is outlined within the Code of Practice. Procedures are reviewed on an annual basis in order to comply with legislation.

Changes in Operation, Management or Policy

Any major changes to the CCTV Code of Practice will take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

additions and omissions of cameras to the matters which have privacy implications.

additions to permitted uses criteria e.g. purposes of the scheme.

changes in the right of access to personal data, except statutory requirements

significant legal implications

Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

Additions and omissions of contractors

Additional clarifications, explanations and corrections to the existing code

Additions to the code of practice in order to conform to the requirements of any statutory Acts and changes in criminal legislation.

A minor change may be agreed between the manager and the owner of the system

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained by writing to: Democratic Services Legal Team, Legal Services, PO Box 532, Town Hall Manchester M60 2LA Email: informationcompliance@manchester.gov.uk

Proposals for the Scheme

Aims and Objectives of the scheme

MCC utilises CCTV to monitor its sites. The use of CCTV is seen as being of benefit to all who visit, reside and work at these sites. The aims and objectives of the CCTV system are to;

increase safety for those people who live, work, trade within and visit Manchester including monitoring for security and safety purposes of Council staff and visitors in Council premises

assist in the deterrence and detection of crime (including environmental crime), disorder and anti-social behaviour in Manchester; and in the upholding of legal rights.

This will include:

Helping to identify, apprehend and prosecute offenders.

Providing evidence for criminal and civil action in the courts including preliminary investigation of claims

Countering terrorism

To help reduce the fear of crime and provide reassurance to the public.

assist in the overall management of public places

in developing the economic wellbeing of the Manchester area and encourage greater use of the City Centre

assist the Council in carrying out its regulatory functions in relation to environmental health and protection, pollution control, contaminated land, health and safety, food safety, animal welfare, consumer protection, weights and measures and licensing

provide traffic management support and enforce bus lane and parking restrictions.

provide assistance and direction in the event of a major emergency in Manchester.

Statistical Analysis and Evaluation

In order to achieve a meaningful evaluation of the CCTV scheme, it must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators

Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the CCTV are mainly to prevent and detect crime. Indicators will include British Crime Statistics and Police Recorded statistics and Security Provider's own recorded data for this type of crime.

Key Indicators

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the total crime for the police area. Also included in this category will be the number of incidents reported by the Manchester City Council CCTV Control room to police and other agencies.

Support Indicators

Support Indicators are used to refute or verify the key indicators. The measurements will include the number of media seized by police which contain evidential value.

Key crime Indicator

Greater Manchester Police

In the year ending March 2026 Manchester recorded 153.63 crimes per 1000 population, the average within Greater Manchester being 110.96 crimes per 1000 (source ONS). Of the 14 crime classifications recorded by the Office for National Statistics (ONS), with the exception of Criminal Damage / Arson and Other crime, Manchester recorded the most crimes.

Evaluation

CCTV incident reports

The Security Provider are contracted to provide CCTV operator services across all sites. Reproduced below are the number of CCTV incidents reported per month.

Month	Year	
	2025	2026
January		118
February		132
March		122
April		125
May		138
June		110
July	81	105
August	21	
September	60	
October	100	
November	118	
December	116	
Grand Total	625	850
Average	71	121

Number of incidents reported July 2025 to July 2026

- 1.1. As can be seen in the above tables, CCTV operators are responding to an average of 71 incidents per month in 2025, rising to 121 incidents per month in 2026.
- 1.2. During the audit, new processes and procedures were discussed and adopted to reflect compliance with the Biometrics and Surveillance Camera Commissioner (BSCC) guidance, one of which is the introduction of a new monthly Privacy Impact Assessment Privacy Impact Assessment(PIA)check and report.

Incidents recorded	2025 / 2026
Number of incidents recorded (total)	1475
Number of incidents reported to law enforcement	153
Number of incidents reported to local authority (MCC Strategies)	36
Number of privacy impact assessments completed	No new camera positions installed
Number of reviews of footage by Law enforcement	153
Number of Subject access requests	11
Number of incidents per camera in previous 12 months	Not recorded multiple cameras used to undertake an incident
Number of Regulation of Investigatory Powers Act (RIPA) requests	0
Number of compliments received	5

Breakdown of incidents recorded July 2025 to July 2026.

Camera usage

The criteria required by the British Standard in relation to the Annual report stipulates that the number of incidents per camera needs to be established. This is also reflected in Principle 10 of the Surveillance camera codes, which requires the owner to establish if the camera remains justifiable, whilst the Information Commissioner's CCTV codes demand that an annual review of the system should be undertaken to establish if it continues to be justified. One of the only indicators is the use of the camera.

During the monitoring of an incident, it is standard procedure to use several cameras to monitor an incident and therefore the statistics bear no resemblance to the actual number of incidents, shown in the previous tables. However, it provides an indication of the usefulness of the cameras to the overall system.

Viewing and Seizure of evidence

All requests to view or seize recorded CCTV images are now managed through an encrypted file clearance system, which restricts access to authorised personnel only.

During 2025/2026 there were 153 reviews of footage by Law enforcement 11 Subject access requests and 36 requests by MCC as part of MCC public safety strategies. This is an indication that the system is being used by the end user.

Complaints

A member of the public wishing to make a complaint about the system may do so through MCC website complaints procedure. Copies of the complaint's procedure are available by writing to: Infocompliance Group at: Democratic Services Legal Team, Legal Services, PO Box 532, Town Hall, Manchester, M60 2LA. Email: informationcompliance@manchester.gov.uk

Privacy Impact Assessments

This process has commenced in line with the recommendations. All cameras are checked twice daily for operational effectiveness. In addition, as part of the CCTV managers monthly review an additional PIA will be undertaken and findings documented.

Conclusion and Recommendations

The CCTV system is compliant in accordance with MCC Policy. It operates within MCC purpose and scope and has proved a useful tool for Law Enforcement, MCC public safety objectives in the provision of Video evidence. The system is constantly monitored to ensure that imagery is compliant with objectives and remedial action is taken to remedy defective systems.

The CCTV Scheme

The CCTV system is a valuable tool for preventing and detecting crime, supporting law enforcement investigations, and assisting MCC public safety and environmental initiatives.

The Information Commissioner's CCTV Code of practice the following requirements.

"You should review regularly whether the use of CCTV continues to be justified. You will have to renew your notification yearly, so this would be an appropriate time to consider the ongoing use of CCTV."

...there should be a periodic review (at least annually) of the systems effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified” (*Information Commissioners Code of Practice*)

The purposes and scope of the scheme are detailed in Sections three and four of this report and these include the prevention and detection of offences. Whilst it is not possible to assume that the CCTV system is actually preventing offences it is a component part of the preventative package. To remove or modify the use of the CCTV system may also detract from a further identified purpose, this being to reduce the fear of crime. It is therefore recommended that at present the system is effective in achieving its purpose, however, there appears to be no current research available which indicates the perceptions of the public, residents and those working in the area covered by the cameras.

Future Evaluations

The CCTV system will be evaluated annually to ensure ongoing compliance with British Standard best practice, relevant legislation, and the Biometric and Surveillance Camera Codes. Regular evaluation will also support continuous monitoring and help identify any issues that may reduce the system’s effectiveness.