



CODE OF PRACTICE

For the use of closed circuit television (CCTV) systems

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1. Introduction

This Code of Practice explains the purpose, use, management and monitoring of The Industrial Dwellings society's Closed Circuit Television (CCTV) system on its schemes.

It also explains how a request to view images, or a complaint about the system can be made.

IDS aims to operate the CCTV system in accordance with the Data Protection Act 1998. It is also mindful of the obligations imposed by the Human Rights Act 1998.

2. The CCTV Systems

IDS has a range of equipment across its schemes, the newer equipment uses digital technology. The cameras send data back to the control room using conventional cable. Some cameras are fully operational with 'Pan Tilt Zoom' facilities. Cameras will not be used to look into resident's homes, and will be programmed via the cameras control equipment or through their physical location.

Images from every camera will be recorded throughout the 24-hour period of every day for 31 days. This will be done in time-lapse mode, on to the hard disk of the Digital Recorder or video tape. Images from selected cameras will be recorded in real time at the discretion of the CCTV operator.

The CCTV system equipment does not record sound and there will be no possibility of recording private conversations.

3. Scheme objectives

The objectives of the CCTV systems are:-

- Help prevent and reduce crime and disorder
- Reduce the fear of crime and provide reassurance to estate residents visitors and staff
- Detect, deter and prevent crime including to provide assistance in crime prevention
- Countering terrorism
- Helping to identify, apprehend and prosecute offenders
- Provide the police and IDS members with evidence to take criminal and civil action in courts
- Prevent and respond effectively to harassment
- Help to enforce and regulate rules of conduct on estates
- Reduce graffiti, vandalism and other criminal damage
- To assist the London Borough of Hackney in its enforcement and regulatory functions in the north Hackney area

4. Role and responsibilities

Owner

The Owner of the systems is The Industrial Dwellings Society (1885) Limited and the IDS Board of Trustees has overall responsibility.

Data controller

The Data Controller is the IDS Board of Trustees who have devolved responsibility to the Director of Housing

Contacts

Both the IDS Board of Trustees and the Director of Housing can be contacted at:
The Industrial Dwellings Society (1885) Ltd
5th Floor, Ockway House
41 Stamford Hill
London, N16 5SR
Tel: 020 8800 9606 Fax: 020 8800 5990

System Manager/Operator

The System Manager / operator is the Estate Manager or the Sheltered Scheme Manager of the Housing scheme or any other authorised deputy.
The scheme manager is to ensure the day to day compliance with this code of practice.

Maintenance Contractor

The equipment Maintenance Contractor is the organisation contracted to maintain the system equipment, including cameras, monitors, VCR and cabling.

System Auditors

The System Auditors are the external auditors appointed by the Industrial Dwellings Society (1885) Ltd for internal audit and the investigation of all cases of fraud and irregularities.

The System

The System comprises the infrastructure (cabling and mountings etc). cameras, the multiplex and real time monitors, the time lapse and real time recording and playing equipment and any ancillary equipment used to transmit data from the cameras to the control room.

CCTV Recording Station

The CCTV recording station means the secure location at which equipment used to record images transmitted from the CCTV cameras is stored or viewed. This will normally be either the Estate Manager or Sheltered Scheme Managers Office.

Recorded Material

Recorded Material means any material recorded, either in digital or analogue format, or as a hard copy print, by or as the result of the technical equipment which forms part of the CCTV scheme. Specifically relates to images recorded on to hard discs, DVD or CD-ROM disks or video tape. The recorded material is the property of the Industrial Dwellings Society (1885) Limited, who also hold copyright in the recorded material.

Investigating Officer

The Investigating Officers are officers employed by the police or by a statutory authority with powers of enforcement, such as the Customs and Excise and Trading Standards.

5. Security and disclosure of data and images

Recording Station security

Access to the recording stations is not allowed without proper and sufficient Reason. The system manager / operator is to ensure this is enforced. The station is to be locked when the system manager / operator is away from the station.

Dual use of recording stations

It is important to note the many of the recording stations are used in a dual role, therefore the following precautions are to be taken.

- Monitors are not to be positioned so that tenants, visitors, etc can view images on them.

- Monitor screens are to be turned off and password protected (where possible) when not being used as part of the security monitoring.
- The operator's diary should record visitors to the recording station.
- Visitors to the recording station means anyone who has access to the recording station whether to view the recordings or to maintain the system.

Access or disclosure of images

Access to images by third parties should be:

- Restricted to those who need to know
- All access should be documented [see below for details]
- Only allowed in limited & prescribed circumstances. If purpose is to prevent and detect crime, disclosure is limited to
 - Law enforcement agencies
 - Prosecution agencies
 - Legal representatives
 - The media where authorised by police as in public interest
 - People whose images have been recorded and retained [see below]

Access or disclosure of images is only permitted by authorisation of the Data controller (Director of Housing), following the submission of the appropriate form. (Appendix A)

The following records are to be maintained:

- The date and time access was allowed.
- The identification of the third party who has been allowed access to images.
- The reasons for allowing access
- The extent of the information / images to which access was allowed.

If access has been refused the reason must be recorded on request form and the person making the request is to be informed.

Images will only be stored for a period of 31 days before being cleared, unless forming part of further investigation / court action. Requests for access or disclosure must therefore be made within 31 days of the incident.

Disclosure will be limited to the purpose and third parties are to be edited out. [tapes or CD to be sent away to our approved contractor for editing out 3rd parties]

Records of disclosure must be maintained for a period of five years.

Access to data by data subjects

People who have been recorded on the CCTV [the data subject] have the right to request access to that data.

- They must fill in a data request form [Appendix A] which goes to the Data Controller for permission
- The request must give details of the information required and for what purpose
- All data relating to third parties must be edited out before the data can be shown or given to the data subject.
- Data subjects can be charged a fee for providing this information
- If the Data Controller decides to refuse access to the data, s/he must give reasons for refusing access

Handling of recorded material

A clear audit trail will be required if the images are to be used as part of a criminal investigation.

This code of practice also applies to copies of the data and photographs produced for evidence. They are also covered under the Data Protection Act 1998.

Images will only be stored for a period of 31 days before being cleared, unless forming part of further investigation / court action.

After 31 days, the CCTV system manager / operator must erase each CD-ROM disc or tape before re-use. Each CD-ROM disc has a unique tracking sheet kept in the Media Register, which must be retained for at least 5 years.

Recorded material and images will not be copied, sold, or used for commercial or entertainment purposes under any circumstances.

If tapes are used, recordings must be erased before the tape is reused

If tapes are used, they must be replaced after they have been used 13 times.

Use of data for evidence

Data can only be used for 'evidential purposes' if the code of practice in the use of the system has been fully implemented **e.g.**

- System is properly maintained and in good working order
- Proper written log kept of use of and maintenance of system [see Appendix B]
- Correct procedures have been used for the release of the data to third parties [see above]

6. Information and complaints

Signs

On each estate where CCTV recording / monitoring is in operation, clear signs of at least A4 in size must be displayed, an example of the wording follows:

"This scheme is being controlled by IDS.
For further information contact 020 8800 9606".

Information

Tenants are to be provided with copies of the code of practice when requested. Further information can be obtained from the Data controller (IDS Board)

Complaints

Complaints will be dealt under the IDS complaints procedure. Copies of the procedures are available from:

IDS
5th Floor, Ockway House
41 Stamford Hill
London
N16 5SR
Tel: 0208 800 9606
Fax: 0208 800 5990

7. Monitoring and review of objectives

Monitoring

The Data Controller is to ensure through regular monitoring that the System Manager / operator comply with this code of Practice.

8. Evaluation

The Data Controller is to ensure that a yearly evaluation of the effectiveness is to be undertaken. The results of that evaluation should be made available publicly.

The evaluation will incorporate such things as:

- An assessment of the impact upon crime and fear of crime
- An assessment of neighbouring areas without CCTV, this assessment being limited to similar residential properties in the nearby vicinity.
- The views and opinions of the residents
- The operation of the Code of Practice
- Whether the purposes for which the system was established are still relevant
- Cost effectiveness
- The results of the evaluation will be made public

9. Maintenance of the CCTV scheme

The images obtained by the CCTV schemes are only of any use if the quality of the image is fit for the purpose, to achieve this:

Cameras must be:

- Be of suitable quality (fit for the purpose)
- Position correctly (to provide the required image)
- Be supported by suitable lighting [night time recording must be of useable quality]
- Have their lenses and / or protective housing cleaned regularly
- Repaired or replaced when defective [tapes must be replaced after they have been used 13 times]

Recording equipment including tapes, CD-ROM disc must be:

- Be of suitable quality (fit for the purpose)
- Repaired or replaced when defective

10. Training

The System manager / operator and others involved with their management are to undertake appropriate training, to include issues such as:-

- Data Protection Act 1998
- Relevant social and legal issues
- IDS code of practice
- Use of the CCTV equipment

11. Operation of the CCTV System

The Data Controller will ensure that:

The CCTV systems are not used to invade the privacy of any individual on each Estate.

The Systems Manager / Operator will ensure that:

- This Code of Practice is implemented
- The system equipment, disks, tapes and system documents are secure
- Access to the control room is authorised
- Visits to the control room are recorded in the operators diary
- Visitors to the control room are supervised
- Tapes or other mediums, that may be required for evidence in Court are secure, labelled and recorded
- Tapes and other mediums, are handled in line with legal requirements, so as not to prejudice any case when it goes to Court
- There is a clear audit trail for discs and images.

Action in the event of an incident

In the event of an incident being seen by a system manager / operator will record the incident in 'real-time' mode and contact the police at the local Police Station as necessary. They will also contact the police if a criminal act taking place or a person acting in a suspicious manner. The Operator will try to obtain the best possible picture by zooming in to the target area.

12. Breaching confidentiality

A breach of confidentiality will be dealt with under disciplinary procedure.

Form for requesting disclosure of images from the Data Controller

Image Viewing Request Form

Please complete and forward this request form to the Data Controller. Your request will be considered and a copy of this form will be returned to you stating whether your request has been agreed or denied.

To: The Data Controller (Director of Housing) IDS, 5th Floor, Ockway House, 41 Stamford Hill, London, N16 5SR

From: (Please insert your name, address and telephone number)

Date of Request: _____

Date of incident: _____

Time of incident: _____ (to within 1 hour's accuracy)

Description of incident: (include place of incident/estate and give as much detail as possible. Please use additional sheet if necessary)

Reason for Request:

Do you wish to view the images or are you requesting the release of a tape/CD Rom disc.

NB. A tape/CD Rom disc will only be released as part of legal action.

View Images

Release Tape

There will be a charge of £10.00 per search (maximum 1 hour). A further charge may be made if a tape/CD Rom is requested (this is to cover IDS expense only).

From Data Controller: Your request has been agreed/denied*

* Please delete as appropriate

If denied, reason for denial:

If request admitted, please attend at:

On: _____

Please bring this form with you. You will not be allowed to view without it.

Please also bring proof of identity this should be a passport, driving licence or similar documents containing an up to date photograph. If your address is different to those shown on the documents, you will be asked to provide proof of your address, such as a bank statement or a utility bill. If your vehicle is involved in an incident, you will be asked to provide your vehicle registration document.

SIGNED:

Data Controller

DATE: _____

A copy of this form is to be retained for 5 years.

CCTV operator's diary - information that should be recorded

1. All non IDS staff who visit recording station to carry out maintenance tasks, with name, date and details.
2. All maintenance checks of CCCTV system with date and brief description.
3. Every time a tape or CD is replaced. Tapes must only be used 13 times and then replaced.
4. All requests for disclosure of images and confirmation that person requesting this was given form to request authorisation from Data Controller [Director of Housing Services, acting on behalf of IDS Board].
5. All non IDS staff who view the CCTV recordings, with the following details:
 - The date and time access was allowed.
 - The identification of the third party who has been allowed access to images.
 - The reasons for allowing access.
 - Any crime number to which the images may be relevant.
 - The extent of the information / images to which access was allowed.
 - The location of the images e.g. if the images were handed to a police officer for retention, the name and station of that police officer.
 - ◆ The signature of the collecting police officer.