



REIDVALE HOUSING ASSOCIATION

CCTV POLICY

Policy Number	
Policy Approved	29.03.2023
Due for Review	March 2026
Author	Housing Manager

POLICY SUMMARY

Purpose:	The purpose of this policy is to set out Reidvale Housing Association's policy in relation to the use of CCTV within the Reidvale area.
Legislation/Guidance:	The Association is a company under the Co-operative and Community Benefit Societies Act 2014, and a company regulated by the Financial Conduct Authority (FCA). Statutory Guidance The Scottish Social Housing Charter Requirements of the Scottish Housing Regulator The Information Commissioner's Office Code of Practice (ICO) ICO Conducting Privacy Impact Assessments
Regulatory Compliance	Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. Standard 5: The RSL conducts its affairs with honesty and integrity.
Linked policies	Privacy Policy Complaint Policy The Freedom of Information and Environmental Information Policy Equality & Diversity Policy
Financial Impact	Low
Risk Assessment	Medium
Equalities Impact Assessment	Yes
Date Reviewed	
Date approved by Management Committee	29 th March 2023

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1. INTRODUCTION

- 1.1 Reidvale Housing Association (RHA) is a community based organisation based in Dennistoun. Our core business is the provision of affordable housing and related services, and we recognise that we are an important part of the local community.
- 1.2 Reidvale Housing Association owns and operates CCTV at various premises, including offices, residential properties and community facilities. We do this for the purpose of enhancing security where we consider there to be a risk of crime or a potential threat to the health, safety and wellbeing of individuals; and to assist in the prevention and detection of criminal or anti-social behaviour.

2. AIMS AND OBJECTIVES

- 2.1 The aims and objectives of the policy are:
- To ensure the CCTV cameras are correctly deployed within the area and meet legislative and GDPR requirements
 - To improve safety within Reidvale and act as a deterrent to crime and criminal activity
 - Increase in public safety and public reassurance
 - Reduction in the fear of crime
 - To increase and complement partnership working
 - Risk management and environmental concerns

3. LEGAL AND REGULATORY FRAMEWORK

- 3.1 Reidvale Housing Association Limited, a registered society under the Co-operative and Community Benefit Societies Act 2014, a registered social landlord and regulated by the Financial Conduct Authority (FCA).
- 3.2 We are regulated by the Scottish Housing Regulator (SHR). Their Regulatory Framework sets out seven Standards of Governance and Financial Management. Relevant to this Policy are particular elements under these Standards:
- Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

- Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- Standard 5 The RSL conducts its affairs with honesty and integrity.

3.3 The Human Rights Act 1998 provides for the right to peaceful enjoyment of possessions and protection of the property, freedom of thought, conscience and religion and prohibition of discrimination in the enjoyment of convention rights.

3.4 Data Protection Law

The main law relevant to social landlords is the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

3.5 The Freedom of Information (Scotland) Act 2002 places a general obligation on Scottish Public Authorities to allow the public access to information that they hold. Both FOISA and EIR are overseen by the Scottish Information Commissioner ("SIC").

From 11 November 2019 Reidvale Housing Association is designated as a Scottish Public Authority and will need to make information available in accordance with FOISA.

Access to CCTV images captured may be subject to an exemption under 38 of the Freedom of Information (Scotland) Act 2002

3.6 The Equality Act 2010 seeks to promote to achieve equality of treatment and Opportunity for all groups in society without discrimination or prejudice on any grounds. It defines protected characteristics and sets duties for specified public bodies. The protected characteristics are those "ground" on which it is unlawful to discriminate. These are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;

- race;
- religion or belief;
- sex; and
- sexual orientation.

4. CCTV POLICY

- 4.1 The Association recognises that using CCTV and other surveillance systems can be intrusive. Notwithstanding this, we acknowledge the potential value of these systems as both a deterrent and a means of detection. In installing CCTV in the Reidvale area the impact on people's right to privacy is a key consideration.
- 4.2 The installation is subject to a Data Protection Impact Assessment (DPIA) which has been conducted, recorded and signed off in accordance with our DPIA procedures. These have followed Information Commissioner's Office (ICO) guidance and prescribe the approach to be followed in identifying and assessing data protection risks, and in consulting with those whose privacy is likely to be affected, where appropriate. The Association's Data Protection Officer will advise on and review DPIAs as required.

The Association will maintain a record of DPIAs as a record of decision making, and installation and review.

Situation of Cameras

- 4.3 The Association will procure the system and site cameras in accordance with an agreed standard specification, which reflects recommended practices. Relevant criteria includes, but not be limited to:
- Ensuring images are of an appropriate quality, relevant to their purpose;
 - Ensuring that the date and time images are captured is easily identifiable;
 - Ensuring that unnecessary images are not viewed or recorded;
 - Ensuring that relevant retention periods can be complied with;
 - Installing image only systems, which have no sound recording capability, as standard;
 - Siting cameras to ensure they can produce quality images taking into account the environment where located;
 - Siting cameras and equipment in secure locations, protected from vandalism

Camera Footage

- 4.4 Access to all equipment and images will be strictly controlled. Appropriate security measures will be in place to ensure access to the footage is limited to authorised personnel. As a general rule, such authorised personnel will be individuals appointed by the Director, acting under explicit instruction. The Association will have in place a written data processing agreement with these

contractors which is GDPR compliant and clearly defines obligations, responsibilities and liabilities.

The Association shall not undertake routine monitoring of images captured in residential locations. Access to images will be on an as required basis and in accordance with the purpose for which the system was installed. This will only be carried out where an incident has been reported that requires investigation or where there is clear suspicion that an incident has taken place. Occasional monitoring, on a short term basis may be required in order to substantiate claims of anti-social or criminal behaviour through detecting ongoing or repeated incidents.

- 4.5 Access to images may also be required in order to respond to a Subject Access Request (SAR). All requests for system footage by individuals will be treated as SARs and handled in line with the Association's SAR Procedures. In doing so the Association acknowledges the requirement to balance the rights of data subjects against those of other individuals who appear in the requested images. On receipt of a SAR, arrangements will be made to retain, and prevent automatic deletion of, all images of the individual submitting the SAR that have been captured.

Storage of Footage

- 4.6 CCTV footage is cloud based will be kept for a maximum of 31 days before being erased unless required for a specific enquiry.

The Association will not routinely keep copies of images obtained through CCTV. Any images that are returned following disclosure will be disposed of securely in accordance with Reidvale Housing Association's Data Retention and Destruction Policy and Procedures.

Use of Footage by third parties

- 4.7 Footage may be made available to the following third parties:
- The Police, where it is believed that the images will assist in an enquiry.
 - Prosecuting agencies.
 - Legal representatives.
 - The media, where a decision has been made by the police that the footage is needed to assist in identification of the perpetrator of a criminal incident (the wishes of the victim will be taken into account).
 - Glasgow City Council, Neighbourhoods, Regeneration and Sustainability, where it is believed that the images will assist in an enquiry.

4.8 Use of footage will include the following circumstances:

- Prevention and detection of anti-social and criminal behaviour or other actions which breach tenancy or occupancy agreements by residents of, or visitors to, residential properties;
- Prevention and detection of unacceptable behaviour, including aggressive or abusive actions, towards staff;
- Prevention and detection of criminal behaviour where it will assist with Police investigation

4.9 A protocol will be in place between the Association and the Police to govern the process for requesting copies of images and their subsequent release, storage, transportation, and destruction. This shall ensure appropriate levels of authorisation and security standards are maintained. Requests for images will be authorised as a minimum by the Housing Manager.

4.10 Residents and other third parties may not view CCTV footage, with the exception of residents who have been recorded on the CCTV and make a Subject Access Request that has been agreed to.

Misuse of CCTV

4.11 The Association considers any attempted or actual misuse of CCTV systems or images by staff members to be a disciplinary matter, which will be handled in accordance with the relevant policy and procedures.

5. STAFF TRAINING

5.1 Reidvale Housing Association will ensure that all staff who are required to undertake work in relation to CCTV receive appropriate and regular training.

6. EQUALITY AND DIVERSITY

6.1 Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

7. COMPLAINTS

7.1 Although we are committed to providing high levels of service, we accept that there may be occasions where a service user may not be satisfied with the service received from the Association. We value all complaints and use this

information to help us improve our service. Any service user, complying with the procedure, but remaining dissatisfied with any aspect of the service they have received have the right to submit a complaint to the Association in accordance with the Complaints Handling Procedure.

8. GDPR

- 8.1 Reidvale Housing Association will treat your personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

9. POLICY REVISION

- 9.1 The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users.