

DERBY HOMES (CLOSED CIRCUIT TELEVISION) CCTV POLICY

Policy Control

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To be read in conjunction with (other policies)	<ul style="list-style-type: none">• Anti-Social Behaviour Policy• Data Protection Policy• Freedom of Information Policy• Records Management and Document Retention Policy.
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1. INTRODUCTION, AIMS AND REMIT

- 1.1 Derby Homes recognises its responsibility to provide an environment where our customers can benefit from the quiet enjoyment of their homes and the places they live. We recognise that a critical element of this is working to prevent and detect anti-social behaviour and crime in our communities to create safe environments where people want to live and for our staff to work in safely.
- 1.2 Derby Homes acknowledges that there are a range of ways in which we may achieve these aims and that one of these may be the installation of CCTV systems to enhance the security and safety of customers and to assist Officers in the prevention, detection and investigation of any reported anti-social behaviour.
- 1.3 Derby Homes will make use of customer owned CCTV as well as our own installed cameras, for the prevention and detection of Anti-Social Behaviour and Criminal Activity. This activity includes but is not limited to:
- Intimidation, verbal abuse or making threats.
 - Harassment
 - Persistent noise and rowdy behaviour
 - Vandalism, graffiti, or criminal damage to property
 - Fly tipping.
 - Criminal behaviour
 - Drug-related issues, and dealing drugs
 - Evidence of pet fouling, and/or pets kept in unsuitable places or violating our policy

2.0 POLICY STATEMENT

- 2.1 We will meet all applicable statutory and legislative requirements in relation to CCTV.
- 2.2 We will meet the requirements set out in the Regulator of Social Housing's Safety and Quality, Transparency, Influence and Accountability, and Neighbourhood and Community Standards.

3.0 SCOPE

- 3.1 This policy outlines the following in respect of.
1. Derby Homes position in relation to resident's use of CCTV, including recording devices such as Ring Doorbell cameras, dash cam and mobile phones.
 2. Derby Homes position in relation to the installing of CCTV into residential properties for the purpose of preventing, detecting, and investigating anti-social behaviour.

3. Derby Homes position in relation to the installing of CCTV internally or externally covering communal areas of our residential buildings.

- 3.2 This policy excludes Derby Homes use of CCTV relating to our business properties.

4.0 POLICY OUTLINE

4.1 Resident Use of CCTV

- 4.1.1 The use of CCTV, including Ring Doorbell cameras, dash cam and mobile phones, by any person(s) for the purposes of preventing and detecting anti-social behaviour or criminal activity is the responsibility of that person, in accordance with Data Protection laws.

The capturing, storing, and sharing of footage from the recording device must be within the accordance of Government guidelines and further information on this can be found at –

<https://www.gov.uk/government/publications/domestic-cctv-using-cctv-systems-on-your-property/domestic-cctv-using-cctv-systems-on-your-property>

Derby Homes do not accept any responsibility for customer owned CCTV or recording devices. Any person that has concerns over the use and storing of images captured by a customer's own CCTV needs to report it to the Information Commissioners Office (ICO) as per the information on the Government website.

- 4.1.2 Customers that wish to install their own external CCTV, must have written permission from Derby Homes before they begin the installation process. Customer must submit their requests in writing to Derby Homes. Each request will be reviewed on a case-by-case basis by Officers from the Housing Management Team and Repairs Team. Derby Homes will notify customer in writing if their request has been approved and how the CCTV equipment should be responsibly installed. Derby Homes will notify customers if their request has been refused or deferred and the reason why
- 4.1.3 It is the right of the customer to decide whether they wish to share any footage captured by their own CCTV with Derby Homes Anti-Social Behaviour Team.

When a customer provides images or footage, Derby Homes will share this with partner agencies, including Derbyshire Police and Derby City Council's Community Safety Team, to assist with the detection and investigation of anti-social behaviour and criminal activity.

If the images or footage is required as part of an ongoing anti-social behaviour case, and where it is required for evidential purposes, then it

will be stored in line with GDPR regulations and only for the necessary time.

- 4.1.4 Where a customer's own CCTV installation or other means of capturing footage becomes the sole focus in a neighbour dispute, or an allegation of harassment, then Derby Homes may request that cameras are repositioned or removed and Derby Homes reserves the right to act in line with our anti-social behaviour policy.

4.2 Derby Homes Installation of CCTV – Residential Properties

- 4.2.1 Derby Homes will consider the installation of our own CCTV cameras into a resident's property for the purposes of preventing or detecting anti-social behaviour, where the resident has no other means of capturing images or footage.

The installation of our own CCTV will be in line with the Regulation of Investigatory Powers Act (2000) (RIPA) guidelines and will be approved by our Anti-Social Behaviour manager. An appropriately qualified member of our Crime Prevention Team will install our own CCTV.

Further information of the RIPA guidelines can be found at [RIPA codes - GOV.UK](https://www.gov.uk/guidance/ripa-codes)

When installed, appropriate signage advising that CCTV is in operation will be displayed and the CCTV cameras will be in use for a 28-day period. This is only authorised by the ASB Managers.

- 4.2.2 We will share images or footage captured by our CCTV with partner agencies, including Derbyshire Police and Derby City Council's Community Safety Team, to assist with the detection and investigation of anti-social behaviour and criminal activity.

Where Derbyshire Police request copies of images or footage then it will be provided in all cases as per our agreed Information Sharing Agreement.

- 4.2.3 If the images or footage is required as part of an ongoing anti-social behaviour case for evidential purposes, we will store it in line with GDPR regulations. Images or footage deemed not to meet the evidential threshold will be deleted.

- 4.2.4 Our Crime Prevention Team are responsible for installing, monitoring and removing all CCTV installations within residential properties.

Customer must not tamper or interfere with CCTV installed by Derby Homes.

4.2.5 In line with GDPR regulations, Derby Homes will hold information that covers each installation including.

- Data Protection Impact Assessment (DPIA)
- Site Checklist
- CCTV equipment in place
- Review date for new or existing CCTV equipment and a removal date
- Record of CCTV system quality checks

4.3 Derby Homes Installation of CCTV – Communal Areas

4.3.1 Derby Homes will consider the installation of our own CCTV cameras in internal and external communal areas for the purposes of preventing or detecting anti-social behaviour.

The installation of our CCTV in communal areas will again be in line with the Regulation of Investigatory Powers Act (2000) (RIPA) guidelines and will be approved by our Anti-Social Behaviour manager and Area Housing Services Manager. An appropriately qualified member of our Crime Prevention Team will install our own CCTV.

4.3.2 We will share images or footage captured by our CCTV in communal areas with partner agencies, including Derbyshire Police and Derby City Council's Community Safety Team, to assist with the detection and investigation of anti-social behaviour and criminal activity.

Where Derbyshire Police request copies of images or footage then it will be provided in all cases as per our agreed Information Sharing Agreement.

4.3.3 In respect of our CCTV installed in internal and external communal areas, the points, 4.2.3, 4.2.4 and 4.2.5 above also apply.

5.0 RESPONSIBILITIES UNDER THIS POLICY

5.1 All relevant staff responsible for the delivery of housing and neighbourhood management are required to adhere to this policy. Any request to deviate from the principles of this policy requires escalation for review and approval consideration to the Head of Housing Management.

5.2 The Anti-Social Behaviour Managers (North & South) are responsible for the overseeing the implementation of this policy.

6.0 RISK MANAGEMENT

6.1 The headline risks associated with this policy are:

Risk Description	Risk Impact
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Failure to comply with statutory requirements and rules and guidance issued by the Government and their departments, and the Regulator of Social Housing's Consumer Standards.	Regulatory intervention, legal action, adverse publicity, and potential financial impact on the organisation. Risk of complaints/challenges including to the Ombudsman, and risk to levels of satisfaction with services/Derby Homes.
Failure to proactively manage our estates.	Increase in resident dissatisfaction, anti-social behaviour, and complaints. Damage to Derby Homes' reputation.
Failure to sufficiently engage with tenants/residents in the management of their home and area where they live.	Increase in resident dissatisfaction with decisions/actions that affect them/their estate leads to residents feeling they have no voice or are not being heard.

7.0 DATA PROTECTION, RECORD STORAGE AND RETENTION

- 7.1 We understand that confidentiality is important to customers and will treat all information relevant to each customer in the strictest confidence.
- 7.2 We approach the protection of personal data in a comprehensive manner in line with the Data Protection Principles of the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018 (DPA) (collectively referred to as the Data Protection Legislation).
- 7.3 Any personal information relating to tenants is stored on Derby Homes/Derby City Council systems which are compliant with the principles of GDPR and our Document Retention Policy.

8.0 EQUALITY AND DIVERSITY

- 8.1 This policy meets the requirements of the equality impact assessment and is compliant with the requirements of the Equality Act 2010.
- 8.2 This means that we will not discriminate against customers on the grounds of their age, disability, gender reassignment, marriage or civil partnership status, pregnancy or maternity status, race, religion or belief, sex, or sexual orientation.
- 8.3 We will, if required, provide translations of any documents, policies and procedures in different languages and other formats to suit requirements and support reasonable adjustments for easy access to our service.

9.0 COMMUNICATION

- 9.1 This policy will be stored on our intranet and will be communicated to all staff involved in housing and neighbourhood management processes. The

policy will also be made available on our website to provide easy access for customers and our partners.

10.0 LEARNING & DEVELOPMENT

- 10.1 We are committed to putting arrangements in place that ensure effective training of all staff.
- 10.2 This policy and the procedures that support it will be the subject of a mixed platform of training across relevant teams. This training will be bespoke to the individual stakeholders and include:
- Team Briefings, for those who need to be aware of it but not actively involved in the delivery.
 - On the job training, for those who need to adhere to this policy and use the accompanying procedures in their daily roles.

11.0 PERFORMANCE MANAGEMENT

- 11.1 We will use the following non-exhaustive list to measure and monitor our performance with a continued focus on service improvement:
- Provision of KPI measures linked to operational performance.
 - Number of complaints relating to our service offer and applying any learning or service improvements from customer feedback.
 - Customer satisfaction and feedback measures with our service and service style.
 - Monitoring of compliance through operations management controls such as audit samples of housing and neighbourhood management procedures.

12.0 POLICY REVIEW

- 12.1 This policy will be reviewed every 3 years or sooner if required to do so driven by statutory, regulatory, or best practice requirements, and/or the need to update following reviews of other policies that impact on the CCTV Policy.