



CCTV Policy and Guidelines

Contents

	Page no
Introduction	3
Scope	3
Responsibilities	3
Use of CCTV	4
Installation	4
Maintenance	5
Signage	5
Information Governance	5
CCTV us in disciplinary proceedings	5
Data Recording, Storage, Retention and Disposal	5
Subject Access	5
Review of Procedures	5
Breach of Policy	6
Discovery of Covert Surveillance Equipment	6
Complaints Procedure	6
Policy Review	6

1. Introduction

Lindsey Lodge Hospice (LLH) places the health, safety and welfare of its staff, contractors and visitors amongst its priorities and aims to ensure it maintains safe and secure conditions throughout the organisation. To assist with these responsibilities, LLH may consider the use of closed circuit television technology.

This policy sets out the appropriate actions and procedures which must be followed to comply with the Data Protection Act in respect of the use of closed circuit television (CCTV) services within Lindsey Lodge Hospice and its Retail premises.

Should members of staff have any difficulties with understanding any aspect of this policy, or require further information in respect of accessibility, interpretation or application of the policy, they should contact their Team Leader/Line Manager.

2. Scope

This policy applies where LLH has deployed CCTV within premises occupied by LLH employees/volunteers & contractors working in buildings that have CCTV installed by Lindsey Lodge Hospice.

3. Responsibilities

In order to fulfil its responsibilities in accordance with legislation, the responsibilities for CCTV within LLH will be as follows:

i. Chief Executive /Senior Information Reporting Officer (SIRO)

The Chief Executive has corporate responsibility for the approval of any CCTV equipment, monitoring the effectiveness, ensuring the Independent Commission Officer CCTV Code of Practice is available through the LLH L Drive and that clearly defined procedures are in place on how to use the system. The Chief Executive delegates the responsibility for installation and maintenance of CCTV equipment to the Facilities Officer.

ii. The Facilities Officer

The facilities officer is responsible for:

- Ensuring that the organisation complies with the LLH CCTV policy and guidelines.
- Ensuring that members of staff who have the responsibility for the operation of the LLH CCTV technology are appropriately trained in its use.

iii. Line Managers:

Line managers are responsible for ensuring that staff and volunteers working within their locality/site where CCTV is in operation are aware of this policy and implements it's requirements.

We currently have CCTV systems located in our In Patient Unit at the hospice and our retail outlets

The Ward Clerk and Nurse in Charge in IPU and each shop manager have day to day responsibility for ensuring the CCTV cameras are working and is required to report any issues to the appropriate responsible person (see below)

Each CCTV system will have a Responsible Person who is accountable on a day-to-day basis for the appropriateness of its use.

- The Facilities Officer is the responsible person for the IPU system.

- The Warehouse and Internet trading manager is the responsible person for all of the retail CCTV systems

The Facilities Officer and the Warehouse and internet trading officer are responsible for the following in their own areas -

- Delegating a weekly audit to ensure all CCTV cameras are operational in the hospice setting.
- Ensuring the Chief Executive approves any new CCTV.
- Ensuring the CCTV images are only accessed by those authorised to have access to the stored images through the implementation of adequate authorisation procedures on or off site of the CCTV
- Providing appropriate assistance for the security of images used as part of any investigation.

4. Use of CCTV

LLH CCTV will only be used for the following purposes:

- Crime prevention, detection and security
- Apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings)
- Interest of public and employee health and safety
- Protection of LLH property and assets
- Assist in lone working safety

Remote live viewing will only be used with the agreement of a Senior manager (on call rota is available for out of hours contact)

Cameras and other associated recording technologies must not be used to record conversations between individuals as this is highly intrusive and is unlikely ever to be justified. If technologies are installed that have voice recording facility this must be switched off or disabled at all times. Voice recording will not be used by LLH unless its purpose complies with legislation as part of a criminal investigation.

5. Installation

Prior to installation, LLH must ensure that the requirement for CCTV is legitimate and justified: All cameras will be located in prominent positions and be used only to monitor the intended spaces. They will not infringe on surrounding properties or on personal work space including individual offices, first aid or medical rooms, toilet areas, mothering or spiritual rooms. Where cameras unavoidably do cover certain work areas such as receptions and shop floors, staff working in these areas should be made aware of where the cameras are located and the reasons for having the cameras. All requirements for CCTV installations and changes must be submitted to the Finance Manager who will seek approval for these works from the CEO.

The location of the camera equipment and the way in which the images are captured must comply with the requirements of the Data Protection Act and the ICO CCTV Code of Practice. This includes ensuring that media used to record images are data compliant and that the images are of suitable quality to ensure that they are fit for purpose.

All cameras and CCTV systems installations must be installed by competent person. During the approval process a Risk Assessment should be carried out. The Risk Assessment should be used as a basis for the assessment which will be carried out by the responsible person in liaison with their relevant Senior manager.

6. Maintenance

All CCTV equipment must be regularly serviced and maintained as part of a scheduled programme of maintenance. Testing must ensure that only the designated areas are monitored and high quality pictures are available in live and play back modes and in printed format.

7. Signage

Where LLH has the responsibility for CCTV installations and operations, appropriate information signs will be erected in all areas of LLH premises and throughout the site where CCTV coverage is in operation to ensure staff and visitors to LLH premises are aware they are entering an area that is covered by CCTV surveillance equipment. The Code of Practice requires that signs must be placed so that the public are aware that they are entering a zone which is covered by CCTV. The signs must contain of the name of the person responsible for the operation of the scheme, the purpose of the scheme and the details of the person to contact regarding its operation.

8. Information Governance

LLH will comply with all of the requirements of the ICO Code of Practice.

9. Use of CCTV footage for disciplinary purposes

In the event that recorded CCTV footage reveals activity that the Hospice could not reasonably be expected to ignore than the relevant CCTV footage may be considered during the investigatory stages of the process and later used in a formal disciplinary hearing if relevant to the allegations against the employee. Activity that the Hospice could not reasonably be expected to ignore includes acts which constitute gross misconduct in accordance with the Hospice's disciplinary policy , as set out in relevant section of staff handbook and/or practices which seriously jeopardise the health and safety of others. If such CCTV footage is identified the information will be presented to the employee wherever possible. The employee will not be required to make a data subject access request and will have the opportunity to explain or challenges the CCTV content. If the Hospice identifies that CCTV is relevant to formal proceedings than the timescale for retention of images may be extended for a period of up to 2 years to allow for the completion of the disciplinary procedures including any appeals process and statutory reporting to professional bodies.

10. Data Recording, Storage, Retention and Disposal

CCTV images must only be used for the intended purposes. Documentation and records relating to the CCTV system will be confidentially retained in accordance with the arrangements, responsibilities and timescales in the LLH Document Storage, Retention and Disposal Policy

The method to secure recorded images will be auditable and audited regularly. This will include, logging of those people allowed access, the method of access and control of images taken from the system and the tracking any hard disk drives that have been removed from the site. All images will be digitally recorded and stored securely within the systems hard drives. Automatic erasure/overwriting takes place after 30 calendar days or sooner.

11. Subject Access

Under the Data Protection Act, employees and members of the public are entitled to access their recorded images and to a copy of their data in intelligible format. Requests must be made in writing as per the subject access request policy.

12. Review of Procedures

The use and continued requirement of CCTV at each CCTV location will be reviewed on an annual basis by the respective Senior manager.

13. Breach of Policy

A breach of this policy may be regarded as an offence and the member(s) of staff involved may be subject to investigation in accordance with the LLH Information Governance Policy.

13. Discovery of Covert Surveillance Equipment

Any member of staff who discovers surveillance equipment installed by people who use the service or their relatives should inform their line manager immediately. Out of hours this should be reported to the on-call senior manager.

Deliberately damaging the surveillance device, deleting recordings or removing the device with the intention of not returning it to its legal owners is likely to be a criminal offence. However, switching a camera off, or removing it for safekeeping and return to its owner would not be. (CQC Guidance Using Surveillance).

14. Complaints Procedure

Should members of staff or volunteers have any concerns regarding the operation of LLH CCTV system these should be raised with their line manager in the first instance. If necessary they may be progressed through the LLH Grievance Policy.

Members of the public with LLH CCTV concerns should raise this through the LLH_policy and procedure for the management of complaints, concerns, comments and compliments

15. Policy Review

This policy will be reviewed every three years from its effective date to ensure that arrangements put in place are appropriate to operating requirements of LLH. The policy owner will liaise with the LLH information Governance person and facility’s officer and also use the CCTV check list to help facilitate the review

REFERENCES:				
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Lead Author: Kate Conway				
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