

**SD-10**

# **POLICY AND PROCEDURE**

## **CCTV Surveillance**

**Approved by:** \_\_\_\_\_

**Date Effective From:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_

# CARRIGLEA CAIRDE SERVICES

## PROCEDURES MANUAL

**Title: CCTV Surveillance**

### **1.0 Scope**

1.1 The use of CCTV surveillance and the gathering of footage to protect service users, staff and property.

### **2.0 Aims and Values**

2.1 To enhance the safety and security of service users, staff and the property of the Services.

2.2 To ensure that all staff understand the use of CCTV Surveillance and how the Service manages the recorded material.

2.3 To ensure correct use of CCTV surveillance within the Services and compliance with relevant legislation.

### **3.0 Contents**

6.0 Introduction

7.0 Data Protection Acts 1988 and 2003

8.0 Responsibilities

9.0 Use of CCTV for Investigation Purposes

10.0 Location of CCTV Cameras

### **4.0 Referenced Documents**

SD-25 Information Governance – Confidentiality, Data Protection and Freedom of Information.

SD-32 Missing Service User

### **5.0 Responsibilities**

5.1. Data Controller, management, and all staff

Procedure No SD-10		Manual Section
Issue No: 1	Revision No: 0	Page 1 of 4
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	

# CARRIGLEA CAIRDE SERVICES

## PROCEDURES MANUAL

### 6.0 INTRODUCTION

- 6.1 It is the policy of Carriglea Cáirde Services to provide a safe and secure environment for service users, staff and all who visit the Services.
- 6.2 The CCTV system is in operation to assist in maintaining a high level of security and to facilitate proceedings in the context of criminal or legal issues, including the investigation of disciplinary offences.
- 6.3 The dignity and respect of service users and staff should not be compromised by the use of CCTV cameras.
- 6.4 There are signs posted in the vicinity of the cameras giving notice of CCTV monitoring in operation.
- 6.5 Any footage collected is used for security/health and safety purposes and in some cases where applicable, for disciplinary purposes.
- 6.6 CCTV is not currently used in the interior of service user's homes. Should this be considered a requirement for health and safety reasons in the future, account will be taken of risk assessments, data protection and privacy issues.
- 6.7 CCTV may be used in the event of a service users going missing for the purpose of trying to locate the person. See policy and procedure on *Missing Service User*.

### 7.0 DATA PROTECTION ACTS, 1988 and 2003

- 7.1 Recognisable images captured by CCTV systems are 'personal data'. They are therefore subject to the provisions of the Data Protection Acts. See Policy and Procedure on *Information Governance- Confidentiality, Data Protection and Freedom of Information*.
- 7.2 The Act also provides that the data subjects can request copies of images of them captured by the system. To view this footage the person must make an application in writing to the data controller (i.e. the Chief Executive). The data controller then has 40 days to authorise access to this data. If access is not granted, the reasons must be given in writing. The data controller must be given proof of identity of the individual, and any information necessary to locate the relevant personal data. However, images of other people should be obscured before the data is released.

Procedure No SD-10		Manual Section
Issue No: 1	Revision No: 0	Page 2 of 4
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	

# CARRIGLEA CAIRDE SERVICES

## PROCEDURES MANUAL

- 7.3 Any images that are collected on the CCTV equipment will be processed fairly and will only be retained for lawful purposes.
- 7.4 Section 2 (1) C (iv) of the Data Protection Acts states that the data “shall not be kept for longer than is necessary”. Under this Act, any data that is collected will be held in a safe and secure manner for the appropriate length of 28 days
- 7.5 Where it occurs that footage is the subject of investigation, the data may be held for more than 28 days and in the event of suspected criminal activity, it may be handed over to An Garda Siochana, following due process.
- 7.6 The Data Controller appoints individuals to manage and control the data collected from the CCTV surveillance systems. Only authorised personnel will have access to the data collected.
- 7.7 Should any member of staff be in breach of the Data Protection Acts 1988 and 2003, it may lead to disciplinary action being taken.
- 7.8 Recorded footage/images are to be stored in a safe secure location that is only accessible by authorised personnel. Unauthorised access to that area is not permitted and the area is to be locked at any time when it is not occupied.

### 8.0 RESPONSIBILITIES

- 8.1 Staff should co-operate fully with the measures outlined in this policy to protect themselves and service users.
- 8.2 Should a staff member notice any inappropriate activity, he/she should report it to their manager so that it may be investigated. CCTV footage may be used if necessary.
- 8.3 Should any member of staff notice a vehicle or an individual that they believe should not be on the grounds, it is their responsibility to contact the Health and Safety Coordinator or the most senior person on duty. If necessary, an authorised person will view the CCTV footage.
- 8.4 Although CCTV systems are put in place to endeavour to prevent theft and other unacceptable behaviour, it is still the responsibility of the staff to ensure that the premises and property is properly secured and that valuables are safe and hidden from

Procedure No SD-10		Manual Section
Issue No: 1	Revision No: 0	Page 3 of 4
Issue Date:	Authorised By: Vincent O’Flynn, Chief Executive	

# CARRIGLEA CAIRDE SERVICES

## PROCEDURES MANUAL

view. Employees in most areas, are provided with lockers for safekeeping of their personal possessions.

- 8.5 Staff should make themselves aware of the terms of this policy and abide by them at all times.
- 8.6 Management must ensure that all staff, when being inducted into the Services, are made aware of this policy and procedure.

### 9.0 USE OF CCTV FOR INVESTIGATION PURPOSES

- 9.1 In the event of an accident/incident or allegation against a staff member or any other person, CCTV footage may be used to aid in the investigation of the matter.
- 9.2 Footage from CCTV cameras may be used in evidence against a person. The relevant parties may view the relevant footage should they wish to do so. An application must be given in writing to the data controller and a fee may apply.
- 9.3 In the event of An Garda Siochana/other statutory bodies requesting access to CCTV images for a specific investigation, the data controller must satisfy himself/herself that there is a genuine investigation underway and follow due process.

### 10.0 LOCATION OF CCTV CAMERAS

- 10.1 CCTV cameras are located in public areas externally – i.e. (list locations)
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Procedure No SD-10		Manual Section
Issue No: 1	Revision No: 0	Page 4 of 4
Issue Date:	Authorised By: Vincent O'Flynn, Chief Executive	