

1. Purpose and scope

Papworth Trust recognises that some of our tenants will feel more secure if they install external Close Circuit Television (CCTV) systems to deter crime or if they have been experiencing problems of anti-social behaviour or persistent crime. We also recognise that neighbours may find the erection of a CCTV camera on their neighbours' home a breach of their own privacy.

This policy outlines the criteria for tenants of Papworth Trust to install external viewing CCTV on or around domestic premises. It includes rules on the use of mobile recording devices, such as drones, doorbell or dashboard cameras and helmet cameras, whilst in operation in or around the vicinity of Papworth Trust premises. This policy does not apply to the use of CCTV by Papworth Trust as an organisation; this is dealt with by the CCTV policy.

Our policy in relation to requests from our tenants to install CCTV cameras is to consider these requests on a case-by-case basis and to consider the views and feelings of all the neighbours, or others, who may be affected before deciding on whether permission should be granted. Papworth Trust will also consider the extent to which the tenant who has made the request has complied with both the General Data Protection Regulation (GDPR), where this applies and/or guidance from the Surveillance Camera Commissioner and/or the Information Commissioner's Office, which may change from time to time.

2. Aims

This policy aims to:

- Help to create safe, secure, and sustainable communities.
- Make tenancies more sustainable.
- Recognise that some tenants will feel more secure if they install CCTV.
- Recognise that some tenants or occupiers of neighbouring properties may feel that an installation of CCTV on their neighbours property could be an invasion of their privacy or harassment.
- To find a balance between the two situations above to allow a tenant to feel more safe and secure by installing a CCTV camera if their request is reasonable, whilst protecting the privacy of any neighbours.

- Make the rules and responsibilities of any request clear to tenants and staff.

3. Permission to Install CCTV

Tenants who wish to install an external viewing CCTV camera anywhere in the boundary of the premises must apply to Papworth Trust for permission in writing before installation.

The CCTV camera must capture images of the tenant's property only, for example anything in the boundary of their property or their vehicle parked on the street. It must not view or monitor any other property whether owned by Papworth Trust or others.

The CCTV camera must not be installed until permission has been given. Where a CCTV camera has been installed without permission, tenants will be required to remove the installation.

In some cases, it may be possible to apply for retrospective permission. This is at the discretion of Papworth Trust and all cameras must be disabled until the outcome of the request.

Permission will only be granted where the CCTV camera will only capture images within the boundary of the applicants property. If the images being captured are solely within the boundary of the property, then the CCTV system will be exempt from GDPR.

A member of staff will visit the applicant on receipt of request to install CCTV to check the final positioning and reasons for the installation.

There may be some cases where it is not possible to site the camera without the CCTV camera capturing images of parts of a neighbouring property. In such cases we will consult with affected neighbours prior to giving permission. If neighbour/s object to the siting of the erection of the CCTV cameras, it is likely permission will be refused. If images are being captured outside of the boundary of the property, it may be covered under GDPR, and the tenant will need comply with all requirements under this legislation.

Papworth Trust reserves the right to check the angle of the CCTV camera once it has been erected.

We will not view general footage or get involved in decisions about the processing of data captured by CCTV installed by a tenant. However, Papworth Trust may use two staff members to verify the viewing angle (one on a phone to the other) viewing footage when the only 'data subject' in view of the camera is a Papworth Trust staff member.

If CCTV is moved, or becomes the implicated reason in a neighbour dispute, a complaint, or an allegation of harassment, then Papworth Trust reserves the right to withdraw permission and to require that the cameras are removed.

4. Document control

Owner Business Manager – Housing Management
Date March 2024
Next review date February 2027
Version number 3.0

5. Version tracker

Version number	Date	Comments/Reason for issue
1.0	July 2018	New policy
2.0	March 2021	Policy review by Scrutiny Panel
3.0	March 2024	Standard review

If you have any feedback or want to suggest corrections to this policy, please contact the policy owner.

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