

1 Introduction

1.1 Stockport Homes Group (SHG) is committed to taking positive action in conjunction with partners, to deal with all forms of Anti-Social Behaviour (ASB). The overall strategic direction for tackling ASB in Stockport is agreed and monitored through the One Safer Stockport Partnership (OSSP). Stockport Homes is a key partner within this, helping to deliver some of the overarching priorities set out in the OSSP Partnership Plan. Stockport Homes actively participates in a number of Sub-Groups of the OSSP which monitor crime and incident patterns, agree partnership approaches to tackling them and ensure that vulnerable victims and witnesses are supported

1.2 This code of practice sets out the ways in which Stockport Homes will use Lend-A-Cam CCTV systems which are loaned to customers in Stockport Homes neighbourhoods, or commercial customers experiencing ASB on a temporary basis. The overall aim of the code of practice is to:

- Reduce the fear of crime and to help secure evidence that can be used in legal proceedings.
- Create a safer environment for customers who are experiencing ASB.
- Ensure that the Lend-a-Cam scheme is used effectively, appropriately and in compliance with the Information Commissioners Office's CCTV Code of Practice.

2 Purpose of the Lend-A-Cam System

2.1 The Lend-A-Cam system is intended to provide an increased level of security and to capture evidence of antisocial behaviour in on-going cases being dealt with by the Safer Neighbourhoods Service (SNS).

2.2 The Lend-A-Cam system has been designed to

- Reduce the fear of crime create a safer environment.
- Enhance customer safety in and around the monitored areas.
- Help detect antisocial or criminal activity, identifying perpetrators and providing evidence of a quality recording that assists the SNS Team or Greater Manchester Police (GMP) in the apprehension of offenders that may lead to successful legal action.

3 Key Features of the Scheme

3.1 The day-to-day management of the Lend-a-Cam scheme and compliance with the CCTV Code of Practice is the responsibility of the Safer Neighbourhoods Manager. The Case Support Officers who operate the Lend-A-Cam systems are suitably qualified and trained to fulfil their duties and have an SIA CCTV Public Space Surveillance Licence.

3.2 The scheme is co-ordinated from Cornerstone, 2 Edward Street, Stockport, SK1 3NQ. Systems that are not in use are housed securely in a

locked storeroom. Checks of all Lend-A-Cam systems must be carried out by the Case Support Officers to ensure they are in working order prior to each use – this includes checking flexes are in good working order and properly attached to appliances and plugs. Annual PAT testing must also be undertaken and is arranged by the Case Support Officer.

3.3 Lend-A-Cam systems are overt and are installed in customers' properties, or on nearby lampposts or other secure fixture, on a temporary basis for a minimum of 28 days after which time its necessity to remain installed is reviewed. SNO will keep customers updated on where they are on the waiting list. Upon removal, customers will be offered a permanent dummy dome camera in place of the live system or given advice on purchasing their own permanent system in order to retain feelings of safety.

3.4 The installations of the CCTV cameras, will be a booked time slot that the Case support officer will book with the customer direct. A standard installation will last around one hour.

3.5 There are three different types of systems used within the schemes:

- Standard 4G (for use in residential premises or premises that can securely house the DVR)
- IC-POD 4G (redeployable camera (RDC) for use in open spaces, or where there is no suitable property to house a Standard 4G)
- IDCAM Pro (redeployable camera (RDC) for use in open spaces, or where there is no suitable property to house a Standard 4G).

3.6 Each Standard 4G CCTV system consists of a DV recorder (DVR), a dome camera, a power source lead, Secure 4G Modem with power lead and CAT 5 lead and a CCTV warning sign.

3.7 The equipment has the capability of recording footage for a maximum of 4 weeks after which it will rewrite itself. If an incident occurs during this period, the Case Support Officer attends the customer's property to obtain the footage. The Safer Neighbourhoods team will be able to download and view footage over secure 4G VPN (virtual private network) service, reducing the need for customers to be at home when footage needs to be retrieved.

3.8 Footage captured on the Standard 4G system is downloaded from the DVD recorder to a secure memory stick or downloaded across a secure VPN 4G link to a dedicated secure laptop which is only accessible by either the Case Support Officer or Safer Neighbourhoods Manager.

3.9 When viewing is required, the footage is then downloaded onto a stand-alone secure laptop (which is only connected to each system via a secure VPN service) and is viewed in a secure environment in Cornerstone where no other person can sit behind the Case Support Officer. Each viewing of the footage will be logged.

3.10 Footage that is needed for use in Court is then burned to disc and stored in a locked cabinet until the hearing with the key being held by the Case Support Office.

3.11 The IC-POD 4G cameras will be used overtly on a temporary basis. All footage is securely stored in the RDC unit and accessed on a dedicated laptop via a secure VPN 4G Connection by a Case Support Officer. Footage that is needed for use in Court is then burned to disc and stored in a locked cabinet until the hearing with the key being held by the Case Support Office. All Footage viewed and downloaded via the 4G VPN is encrypted end to end.

3.12 IDCAM Pro systems consist of a communication bridge, three cameras, a battery charger and spare batteries.

3.13 The equipment has the capability of recording footage for 35 days after which it will rewrite itself. If an incident occurs during this period, the Case Support Officer accesses the secure web portal to obtain the footage.

3.14 Footage captured on the IDCAM Pro system is downloaded from the portal to a secure memory stick which is only accessible by either the Case Support Officer or Safer Neighbourhoods Manager. The footage is also held on the secure portal for 30 days unless deleted prior to this.

3.15 When viewing is required, the footage on the portal is accessed by unique user logins & then downloaded onto a stand-alone secure device (not connected to the network) and is viewed in a secure environment in Cornerstone where no other person can sit behind the Case Support Officer. All access to the portal is logged and fully auditable. APP to disabled customers registered on the Adapted Homes Register (AHR) which is managed by Stockport Homes.

4 Data

4.1 The Lend-A-Cam system will only hold data for the purposes specified and staff can only disclose information to people or agencies as set out below.

4.2 Electronic personal data is stored in the form of Visual recordings. All personal information stored should be accurate and of a good quality admissible in a Court of Law. Storage of data should follow guidelines laid down by the General Data Protection Regulation (GDPR) (EU) 2016/679

4.3 SHG has ownership and copyright of all recorded material which will only be used for purposes defined in this Code of Practice.

4.4 No information recorded by the cameras will be sold in any form to any outside agency for commercial, documentary or entertainment purpose.

4.5 The showing of recorded material to the public will only be allowed in accordance with the law and /or in compliance with the needs of the Police in connection with the investigation of crime. In this instance, this will be conducted in accordance with the provisions of any relevant Code of Practice

under the Police and Criminal Evidence Act 1984 and any advice and guidance given to the public from time to time; or in any other circumstances provided by law. The provisions of the General Data Protection Regulation (GDPR) (EU) 2016/679

4.6 Data will be stored on hard drives and retained for a maximum of up to six weeks before it is over-written.

4.7 Copies of data can be made to disc as per 3.5. Once the copy has been made and issued, storage of the data reverts back to using the hard drive. Under no circumstances is data stored on disc, unless it is to be used in legal proceedings.

Sharing Data with members of the public

4.8 Requests for disclosure of information from members of the public will be directed to the Assurance Team (assurance@stockporthomes.org).

4.9 SHG Information Governance Policy describes the company's approach to dealing with requests for information. Requests for information are dealt with under the relevant legislation (Freedom of Information Act or General Data Protection Regulation (GDPR) (EU) 2016/679).

Sharing Data with other agencies

4.10 The General Data Protection Regulation (GDPR) (EU) 2016/679 recognises that it is sometimes appropriate to disclose personal data for certain purposes in relation with criminal justice. In these cases, individuals' rights may occasionally need to be restricted. In particular, the Act deals with several situations in which personal data is processed for the following "crime purposes":

- The prevention or detection of crime.
- The capture or prosecution of offenders.

4.11 As well as the sharing data with the police, SHG may also share data as follows:

- In connection with civil disputes were ordered by the Courts or in accordance with the provisions of the Civil Evidence Act 1995.
- To solicitors acting for defendants or victims in connection with criminal proceedings. Footage can be requested if the defendant or victim is a data subject. Such requests should be made in writing and directed to the Assurance Manager/Safer Neighbourhoods Manager
- To Stockport Metropolitan Borough Council, who is the data controller, in connection with legal action being taken regarding nuisance or other anti-social or criminal behaviour.

4.12 In some circumstances, approval for access to those not listed above may be given by the Safer Neighbourhoods Manager in agreement with the Assurance Manager.

5 Positioning of Cameras

5.1 When a Lend-A-Cam system is to be installed in specific cases, the SNO dealing with that case must complete a Privacy Impact Assessment (PIA) which must take into account the installations effect on individuals and their privacy and submit this to the Safer Neighbourhoods Manager for approval. (See Appendix One)

5.2 Conducting a PIA is not a legal requirement of the GDPR. However, the Information Commissioners Office (ICO) promotes PIAs as a tool which will help organisations to comply with GDPR obligations, as well as bringing further benefits such as ensuring privacy is not unnecessarily invaded. Carrying out an effective PIA should benefit the people affected by using a Lend-A-Cam system and SHG.

5.3 Conducting and publicising a PIA will help SHG to build trust with the people using their services. The actions taken during and after the PIA process can improve Stockport Homes' understanding of its customers.

5.4 The PIA must describe the purpose of installing the Lend-A-Cam system and supply details of any potential collateral intrusion and why the intrusion¹ is unavoidable. It must also describe the precautions that will be taken to minimise collateral intrusion.

5.5 The PIA must also explain why the installation of a Lend-A-Cam is proportionate to what it seeks to achieve and how intrusive it might be on others and why this intrusion is outweighed by the need for installing the system. It should also detail what consultation has been undertaken with those affected by the proposed installation (an example consultation letter can be found at Appendix Two).

5.6 Once the PIA has been completed it will be passed to the Safer Neighbourhoods Manager for approval and sign off. Outcomes of the PIA will be recorded, and a report will be produced annually to the Customer Directorate Management team, in line with ICO recommendations best practice to improve transparency and increase the public understanding of the use of the scheme.

5.7 Once the use of Lend-A-Cam has been approved, the Case Support Officer must visit the site to undertake a reconnaissance survey to establish the most appropriate position of the camera.

¹ Before authorising surveillance, the authorising officer should also take into account the risk of intrusion into the privacy of persons other than those who are directly the subjects of the investigation or operation (collateral intrusion).

5.8 The cameras will be prominently placed in fixed positions within public view to obtain the best views for detection, to deter crime and anti-social behaviour and to assist the public to feel safer. No covert cameras will be used. The physical installation of the systems will be undertaken by an SIA licenced contractor.

Signage

5.9 It is a requirement to make the public aware of a Lend-A-Cam scheme in operation. The following principles are adopted:

- Signs are displayed at the perimeter of an area being recorded, clearly stating that a Camera system is in operation. This will include erection of signs on the property where a Lend-A-Cam system has been installed.
- The signs will specify the general area that the system covers.
- The signs clearly identify SHG as being responsible for the CCTV system. SHGs' name and address will be stated at the perimeter and centre of the surveillance area, indicating the CCTV is in operation, so as to:
 - Respect the individual's right to be advised that CCTV is monitoring the area and that their image may be recorded in public places
 - Maximise the deterrent value of CCTV to potential offenders
 - Reduce the public fear of crime.

Audio

5.10 Audio will not be recorded, as this would change the operation from overt to covert.

Camera Capability

5.11 All cameras have high resolution colour capabilities to enhance images for easier identification, to aid detection of offences and to improve evidential material. Cameras will operate efficiently at night and in poor lighting conditions.

5.12 Cameras will not be used to look into residential properties but may be used within communal areas and may capture part of public pathways when providing coverage of front or side gardens.

Photographs

5.13 Still photographs taken from footage must be capable of justification. Still photographs from recordings will only be taken at the request of:

- The SNO dealing with the case once necessity has been approved by the Safer Neighbourhoods manager.
- A Police Officer in charge of a scene of an investigation and with authorisation from a Senior Police officer (Inspector or above). The

Police officer should provide identification, and a record of the request, together with a note of the incident and time and date of the request. The Police officer giving the authorisation should be satisfied that the still photograph is required for the prevention or detection of crime. The signed request and justification from a Senior Police officer must be provided to the Safer Neighbourhoods manager.

5.14 Any other requests from agencies (such as the public, social services) must be made via the Safer Neighbourhoods Manager.

5.15 Still photographs remain the property of SHG, will be stored in the locked cabinet and will be indexed and signed for including:

- Reason for the production of the photograph
- Date and time
- Particulars of the live photograph
- Name of Case Support Officer responsible for producing the photograph.
- Name of the Safer Neighbourhoods Manager who signed off producing the photograph.

5.16 Still photographs released to the Police will be as an exhibit and should at no time be used for anything other than purposes specified and identified.

6 Security Information/Confidentiality

6.1 Access to the data recorded and downloaded will be strictly controlled and will be limited to those who have a responsibility to operate and manage the Lend-A-Cam systems. Data will be used in a responsible way and only accessed for legitimate reason which must be evidenced, and the evidence recorded on React. The system hard drive will be secured through password protection.

6.2 Breaches of the Code of Practice and of security of data is strictly prohibited and, if any occur, will be subject to investigation in line with the disciplinary procedure and potential dismissals could be taken against anyone found to be accessing data inappropriately.

6.3 Circumstances in which permission will be granted to access, view or download footage captured on the Lend-A-Cam system are clearly defined in section six.

6.4 The Case Support Officer will be present at all times when footage is viewed and can include when being viewed in the County Court and ASB proceedings. Public access to monitors or demonstrations will not be allowed unless specifically authorised by the Head of Safer neighbourhoods.

6.5 An audit of the Lend-A-Cam Scheme can be carried out at any time and for areas agreed between the Head of Safer neighbourhoods and the auditors with Terms of Reference clearly defined.

6.6 The audit may include spot checks on the content of PIA's, recorded data and the operation of the Code of Practice.

Evaluation and Annual Report

6.7 Evaluations are carried out at the end of an ASB case by undertaking a customer satisfaction survey. The evaluations include:

- Views and experiences of the customer using the service
- Whether the customer felt supported during the case.

Monitoring

6.8 The Safer Neighbourhoods Manager continually monitors the operation of the Lend-A-Cam scheme.

7 Changes to the Code of Practice

7.1 Major changes to the Code of Practice will only be made after appropriate consultation with relevant interested groups, including GMP and any other organisation.

7.2 The Code of Practice will be reviewed on a three-year basis or if any legislative changes take place, whichever occurs first.

8 Internal Controls

1	Version control Version number will change every three years or at major review	
	Version No.	Date
	1	January 2025
	Change/s and reasons for change	
	Three-year review	

2	Policy Owner i.e. Executive Director	Director of Customer Services
	Policy Author/s i.e. Head of Service	Head of Safer Neighbourhoods Safer Neighbourhoods Manager
	Approved by/date Directorate Management Meeting	Customer Services Management Team – 11 th February 2025 – Decision
	Effective Date - the date of sign-off	11 th February 2025
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	10 th February 2028

3	Regulatory Standards	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	Standard/s / Legislation	Required outcome
	Neighbourhood and Community Standard	<p><u>1.3 Anti-social behaviour and hate incidents</u></p> <p>1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.</p> <ul style="list-style-type: none"> • Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing. • Registered providers must clearly set out their approach for how they deter, and tackle hate incidents in neighbourhoods where they provide social housing. • Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.

		<ul style="list-style-type: none"> • Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them. • Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance. <p><u>1.4 Domestic Abuse</u></p> <ul style="list-style-type: none"> • Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.
	Legislation	<p>This Code of Practice has been written to take account of obligations imposed by National legislation and other strategies. In particular:</p> <ul style="list-style-type: none"> • Data Protection Act 1998 • Freedom of Information Act 2000 • The Human Rights Act 1998 • Health and Safety (Display Screen Equipment) Regulations 1992 • Police and Criminal Evidence Act 1984 (PACE) • Regulation of Investigatory Powers Act 2000 • Civil Evidence Act 1995 • Crime and Disorder Act 1998 • ASB, Crime and Policing Act 2014 • Surveillance Camera Code of Practice 2018 • General Data Protection Regulation (GDPR) (EU) 2016/679

4	Linked policies/strategies	
		<p>The Lend-a-Cam Code of Practice has clear links to many of Stockport Homes' strategies, policies and action plans, in particular:</p> <ul style="list-style-type: none"> • ASB Strategy 2025-2028 • ASB Policy • CCTV Code of Practice • Domestic Abuse Policy • Hate Crimes Policy • Unacceptable Behaviour Policy • Neighbourhood Action Plans. <p>The Lend-A-Cam Code of Practice clearly links to the organisational vision, mission and aims, in particular to;</p> <ul style="list-style-type: none"> • Be accountable to customers • Maximise efficiency

		<ul style="list-style-type: none"> • Reduce inequalities • Build strong collaborative relationships locally, regionally and nationally • Improve the environment.
5	Equality, diversity and inclusion	<p>Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.</p> <p>There is potential differential impact against BME due to language barriers where a customer's first language may not be English. There is also potential differential impact disabled customers due possible vulnerability due to physical or mental health. This could include customers whose disability means they have low literacy skills or are more at risk of ASB having severe negative affect on their wellbeing.</p> <p>The CCTV Code of Practice is linked to the Safer Neighbourhoods Policy which makes provision for interpreter services, by making race and hate crime incidents a priority for investigation and by using a risk assessment matrix to establish vulnerability.</p> <p>All reports of anti-social behaviour, racial harassment, hate related behaviour and domestic abuse are sensitively investigated. Stockport Homes treats all incidents very seriously and will take prompt and effective action wherever possible. Stockport Homes has developed a dedicated hate crime policy and procedure and a domestic abuse policy and procedure.</p> <p>Support is given to customers to fill CCTV logs/incident diaries to capture evidence of ASB and ensure they are robust enough for use in court. Alternatives to diaries for customers with low literacy skills are also provided as required including the use of Dictaphones.</p> <p>Any hate crime is given priority status for investigation. This is positive preferential treatment.</p>
6	Customer/Colleague Voice	<p>Describe how the customer and/or colleague voice shapes and influences the policy and services</p> <p>Customer Focus Group on 19th November 2024</p>

7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 2	SHG does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG)
	Corporate Risk 3	Positive, strategic relationships are not maintained with Stockport Council (at both officer and political level) and other key local partners / third sector organisations across Greater Manchester (GM)
	Corporate Risk 6	SHG does not deliver excellent customer services in the way that customers require them.

8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures).
		TSM Satisfaction TP12 - Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.