

19 October 2017

Karyn Black

E mail: [fyi-request-6619-46a1e3ce@requests.fyi.org.nz](mailto:fyi-request-6619-46a1e3ce@requests.fyi.org.nz)

Dear Karyn

**Subject: Official Information Act request Re: cameras in mental health unit**

Thank you for your request for information under the Official Information Act received by Lakes DHB on 2 October 2017. Please see the following answers to your questions.

**1. *The reason/purpose for installing security cameras within your adult mental health inpatient units. Especially the purpose relating to your decision to include security cameras in the "main ward" and "intensive care" areas.***

For patient and staff safety

**2. *How you measure that the security cameras are addressing their initial purpose (as listed in answer to question 1.)***

By the number of incidents.

**3. *All policy documents relating to the use of security cameras in adult mental health inpatient units***

Please see attached, Lakes DHB CTV Procedure.

Yours sincerely



Ron Dunham  
Chief Executive

Cc: [sectoroias@moh.govt.nz](mailto:sectoroias@moh.govt.nz)



Document No: 502218

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**TITLE: CCTV Procedure**

**1. Purpose**

This procedure has been prepared for the guidance of managers and the operators of the CCTV (Closed Circuit Television) system and for the information of all members of the Lakes DHB community. Its purpose is to ensure that the CCTV system is used in the way it is intended, that is to create a safe environment for staff, patients and visitors to Lakes DHB sites, to protect property and to ensure its operation is consistent with requirements under the Privacy Act.

**2. Scope**

All LDHB Staff

**3. Definitions**

CCTV	Closed Circuit Television
Public Areas	Public areas include foyer areas, waiting rooms, high risk corridors, main corridors, car parks and access and egress points both to hospital buildings and hospital sites
Staff work areas	CCTV will be used in staff work areas where the safety/security of staff or the protection of assets is believed to justify this. This area includes locations that have critical equipment or plant machinery, IT equipment, stores, key records, etc
Private Areas	These are areas where any individual would reasonably expect privacy. These include bathrooms, bedrooms, toilets, locker rooms and baby changing rooms. There will be no CCTV monitoring of these areas

**4. Management**

- Lakes District Health Board (LDHB) has installed close circuit television cameras (CCTV) to safeguard and improve the safety and security of staff, patients, visitors and relevant contractors and their assets whilst on LDHB property.
- Where CCTV is being utilised signage advising staff and members of the public will be erected to be advertise the fact.
- The system will be permitted only to achieve the following objectives:

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- To reduce the fear of crime and to reassure LDHB staff, patients/clients, visitors and relevant contractors.
  - To protect LDHB assets and facilities.
  - To assist with emergency management response activities.
  - To monitor outside agencies/contractors who provide direct patient services to ensure patient safety.
  - To identify, apprehend and prosecute offenders in relation to crime, criminal damage, public disorder, road traffic accidents involving serious injury and all forms of harassment.
  - To provide LDHB, the police and the government with evidence upon which to take criminal and civil actions in the courts.
  - To monitor and assist traffic management.
- Covert CCTV will not be utilised other than in extraordinary situations and only after consultation with General Manager, Quality and Risk, HR and relevant Service Manager.
  - Although every effort has been made in the planning and design of the system to give it maximum effectiveness, it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.
  - Cameras will be only placed in areas that will not intrude on the privacy of individuals (for example, no clinical treatment areas). There are no special conditions required for hospitals, beyond those placed on CCTV coverage by the Privacy Act.
  - CCTV cameras will operate 24 hours 7 days per week, however, some may record only when automatically activated.
  - The cameras may be able to be monitored by Security personnel and other LDHB staff that have a requirement to view with reference to their DHB role.
  - It is important that access to, and disclosure of, the images recorded by CCTV is restricted and carefully controlled. This is to ensure that both the rights of individuals are preserved and also that the chain of evidence remains intact should the images be required for evidential purposes.
  - Images will be retained for one (1) month, unless they are required for the purpose of further investigation or prosecution. In such a case, a copy will be made and retained on a DVD or memory card. In normal circumstances the image will be automatically over written on the system after one (1) month.
  - Security personnel may supply NZ Police with downloaded stills and footage from CCTV if required to do so in order to assist in the identification of alleged offenders to criminal events. A record of such request will be kept. A Police

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Request Access/ Disclosure Form (Appendix 1) is to be completed by Police before data will be released.

- Where it is decided by the security manager or his nominee that the assistance of LDHB staff is needed to identify a victim or perpetrator in relation to a criminal incident, images from the system may be circulated via the LDHB email system to selected staff or placed on a restricted area of the LDHB intranet. As part of this decision, the wishes of the victim of an incident will wherever possible be taken into account.
- A person may request to view footage of themselves and this request should normally be considered if the information is readily retrievable.
  - If an individual asks for footage of him/herself but cannot provide a specific time or location then this information may not be readily retrievable.
  - Consideration must be given to protect the privacy of others who may have been captured in the footage.
  - Generally, copies of such footage should not be given, especially if other persons are captured in the footage.
  - In all cases a request for such viewing should be made to the Facilities Manager in writing in the first instance.
  - The request must be responded to as soon as possible, but within a maximum of 20 working days.
  - The Facilities Manager will ensure that the person requesting access is the person actually featured in the footage.
  - If the images are connected to a criminal investigation, then authority should be sought from the police before granting access to the footage.
  - A Data Subject Request Access/Disclosure Form for persons other than the police (Appendix 2) is to be completed in writing by the person requesting data release.
  - No copies of CCTV footage will be made unless authorised by the Site Support Team Leader and accompanied by appropriate paperwork.

#### 4. Points to Note

The Facilities Manager/Site Team Leader are responsible for the operation of the CCTV system and, in the first instance, for ensuring compliance with this procedure. Breaches of the procedure by staff monitoring the system may constitute a disciplinary matter under the relevant conditions of employment.

It is recognised that members of staff and the public may have concerns with respect to the system's use, and issues regarding compliance with this procedure. Any complaints or concerns from the public should be addressed to the Site team Leader or alternatively to LDHB's Facilities Manager, LDHB staff should use the Incident reporting forms.

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The CCTV system will be managed in accordance with all relevant external regulations and LDHB policies and procedures.

**6. Related Documentation**

- LDHB Security Policy (495605).
- Memorandum of Understanding between The New Zealand Police and Lakes District Health Board (40963).
- Memorandum of Understanding between Public Prison service Waikato / Central Regions (Tongariro, Rangipo and Ohura) and Lakes District Health Board (42296).
- LDHB Identification and Security Access Card Procedure (LDHB 38471).
- LDHB Trespass Order Procedure (LDHB 38545).
- LDHB Patient Accident and General Incident Reporting Management Procedure (LDHB 39539).

**7. References**

- Privacy Act 1993.
- The Privacy Commissioner (2009). Privacy and CCTV, A guide to the Privacy Act for Businesses, Agencies and Organisations, Wellington NZ.

Prepared by:

Authorised by:

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Chief Executive

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**Appendix 1**



**POLICE REQUEST ACCESS / DISCLOSURE FORM**

**DISCLOSURE OF DATA TO POLICE**

<b>Data / Images Required</b>	
Data subject	
Date of occurrence	
Time of occurrence	

<b>Reason data required</b>	
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<b>Officer Requesting data</b>	
Name, title, number, address etc	
Signature of person request accessing data images/data	

<b>Authorisation for Disclosure by Security Manager/nominee</b>	
Name, signature, position, date, nature of how images/data to be accessed or disclosed	

<b>Lakes DHB Security Representative Making Disclosure</b>	
Name, signature, position, date, nature of access/disclosure Verification of person accessing data Signature of person accessing data images/data to be accessed or disclosed	

<b>Filing Information</b>	
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**APPENDIX 2**



**DATA SUBJECT REQUEST ACCESS / DISCLOSURE FORM**

**DISCLOSURE OF DATA TO PERSONS OTHER THAN POLICE**

<b>Data / Images Required</b>	
Data subject	
Date of occurrence	
Time of occurrence	

<b>Reason data required</b>	
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<b>Person requesting data</b>	
Name, title, phone number	
Signature of person request accessing data images/data	

<b>Authorisation for Disclosure by Security Manager/nominee</b>	
Name, signature, position, date, nature of how images/data to be accessed or disclosed	

<b>Lakes DHB Security Representative Making Disclosure</b>	
Name, signature, position, date	

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