

14 March 2022

s9(2)(a)



Thank you for your email of 30 December 2021 to Kāinga Ora – Homes and Communities requesting information under the Official Information Act 1982 (the Act). I have responded to your individual questions below.

The following request relates to CCTV cameras which surveil public outdoor spaces. It does not relate to body cameras or dash cams.

- 1. How much has been spent on the installation of CCTV cameras in the past five years, broken down by year?*
- 2. What is the cost to run CCTV cameras over a 12 month period? Please specify the dates of the period in your response. If the cost relates to indoor and outdoor cameras please specify the number of indoor versus outdoor cameras.*

Kāinga Ora does not operate CCTV cameras in public areas, other than in foyers of corporate offices and common areas of some of our residential complexes. In addition, we do not keep a register designating whether or not a camera is located indoors or outdoors.

Often, costs for the installation, maintenance and repair of CCTV cameras are not separated from wider security system expenditure, for example access control, duress alarms, lighting, intercoms, or intruder alarms. Further, these costs are also kept under separate budgets, such as for corporate offices, residential complexes, and could include construction sites from our build partners.

Therefore, I am declining parts 1 and 2 of your request under section 18(f) of the Act, as *'the information requested cannot be made available without substantial collation or research'*.

- 3. Were any outdoor cameras vandalised in 2021? If so, please list how many times this happened.*

As mentioned above, Kāinga Ora does not keep a register designating whether or not a camera is located indoors or outdoors. There has been no vandalism recorded through our centralised safety and security reporting channels. Other information about vandalism of CCTV cameras across our residential complexes, offices, or those maintained by our construction build partners is not kept centrally. Therefore I am declining this part of your request under 18(f).

- 4. If outdoor cameras were installed for crime prevention, security, or public safety, can you please include any the number of reported crimes in the year prior to*

camera installation, and the number of reported crimes in 2021. For ease of response, this can relate to an area rather than the viewport of specific cameras e.g. CBD.

5. *Can you please list the number of times camera footage was used in solving a crime in 2021?*

Kāinga Ora uses CCTV in its corporate offices for the purpose of safety and security, and in our residential complexes CCTV is used for community safety. Any alleged criminal activity is referred to the Police. Kāinga Ora does not maintain a register of when criminal activity is referred to the Police, or the number of times footage was used in solving a crime. Therefore I am declining this part of your request under section 18(f).

6. *Does your organisation regularly review whether CCTV cameras are performing their objective? If so, please provide the results of the most recent review.*

Kāinga Ora undertakes security reviews of the wider security settings at corporate offices once per year. CCTV systems form a component of these assessments. These assessments seek to determine if CCTV is functioning and positioned properly, rather than establishing if a CCTV camera has achieved an 'objective'. In a similar manner, CCTV cameras at residential complexes are also assessed as part of broader site security assessments. However, security assessments at our complexes are irregular and are focussed on sites when incidents occur or where there is a higher risk that incidents may occur. Therefore, I am declining this part of your request under section 18(e) as the information does not exist.

7. *Does your organisation have any policy regarding CCTV in place, which covers any of the following - If so, please provide a copy, or link to it:*
- a. *Objectives of cameras*
 - b. *Data protection*
 - c. *Sharing of footage*
 - d. *Vetting of volunteers viewing footage*

A refreshed CCTV policy, privacy notice, and a supporting CCTV business process is currently in development. The policy and collateral will clarify objectives, addresses sharing footage, and outlining who can access the footage. Data held by Kāinga Ora is subject to the Privacy Act 2020.

Kāinga Ora does not live monitor CCTV, nor engage volunteers to do so. CCTV footage is not viewed by external persons other than:

- the Police or other law enforcement agencies when requested through official channels to assist in their investigations
- external security technicians who may be contracted to retrieve footage to facilitate the requests of law enforcement agencies. Technicians are accompanied by Kāinga Ora employees and do not hold or retain footage
- a very limited number of contracted security guards for the purposes of responding to criminal activity impacting our customers and members of the public in a small number of residential complexes. Security guard access to CCTV is limited to viewing footage when a safety and security incident occurs. Contracted security guards are required to be vetted via Ministry of Justice criminal records check, and to hold a current Security Guard Industry Certificate if Approval (COA issued by the Ministry of Justice).

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Please note that Kāinga Ora proactively releases our responses to official information requests where possible. Our response to your request may be published at <https://kaingaora.govt.nz/publications/official-information-requests/> with your personal information removed.

Yours sincerely

A handwritten signature in blue ink that reads "Rachel Kelly". The signature is written in a cursive, flowing style.

Rachel Kelly
Manager Government Relations