



CCTV Survey Report

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Report Purpose

The UK General Data Protection Regulation 2021 (UK GDPR) and the Data Protection Act 2018 (DPA 2018) set out a range of requirements for organisations to comply with in relation to the processing of personal data.

As a result of these requirements, Southern Housing Group (SHG) are reviewing the management of CCTV. SHG will be undertaking a programme of works to ensure that CCTV on all Estates is compliant and retains compliance with GDPR requirements, is well maintained and delivers value for money.

Using the information gathered, SHG would like to create a policy that meets the requirements of our customers as well as our business. SHG will procure the services of an external contractor for ongoing servicing and maintenance of our CCTV, ensuring we offer value for money for our customers.

This report sets out the findings from the survey for consideration when creating the policy.

Report Summary

Please refer to the report summary below, in conjunction with the recommendation plan:

Through several questions, we have asked our involved residents to complete a survey giving their views on CCTV including benefits, negatives and cost implications.

1.1. Residents felt that the following should be prioritised.

- i Ensure consultation is undertaken with residents before CCTV is installed.
- ii Consider how to promote the benefits identified by residents for CCTV. Use supporting data to evidence the proven benefits.
- iii Consider how to address residents concerns regarding the negatives to having CCTV including monitoring, who has access, consultation, costs, loss of privacy.
- iv Consider the use of dummy cameras as over half the residents responded negatively to using these.
- v Consider clarity of costs and impact on residents ensuring residents know initial and ongoing costs during consultation period.

1.2. Other discussions

- i The quality of images and level of monitoring to be of a standard to be able to use for evidence

1.3. In terms of approach, residents felt it was important that the Group.

- Consult with residents before installing CCTV
- Consider the cost impact to residents
- Give clarity on regulatory and legal concerns raised

1.4. Going forward, use the responses from residents to create the CCTV policy

Recommendations

Teams: Please refer to the recommendation plan below in conjunction with the notes above. The themes entered may change based on the findings of the project team and service appointed to respond. A glossary for each column can be found at the end of this report.

Directorate: Customer Service						
Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
Resident consultation is included as an integral part of the process for considering CCTV on an estate / scheme	Respect / Communication / Voice and Influence / Quality Homes	Increase our income and decrease costs / Deliver value for money through digital service / Invest in our homes, strengthen our communities / Listen to our residents and customers	Policy / Community	Claire Naylor / Home & Property	Our new CCTV Policy & Procedure will be developed with residents. As part of the Procedure, before CCTV can be installed, SHG will consult with residents.	

Create an evidence-based argument to the benefits and negatives of CCTV for use during consultation.	Respect / Communication / Voice and Influence / Quality Homes	Increase our income and decrease costs / Deliver value for money through digital service / Invest in our homes, strengthen our communities / Listen to our residents and customers	Policy / Community	Claire Naylor / Home & Property	Evidence based arguments for the benefits and negatives should be considered by the HSM as part of the consultation process. CCTV will not be installed unless there is significant ASB or requests from residents to provide this service.	
Review of a CCTV project where it was installed to address criminal damage and if there was any cost savings made. (Direct quote from resident 'Could save costs with maintaining estates')	Respect / Communication / Voice and Influence / Quality Homes	Increase our income and decrease costs / Deliver value for money through digital service / Invest in our homes, strengthen our communities / Listen to our residents and customers	Policy / Community	Claire Naylor / Home & Property	We will procure a contractor for the servicing and maintenance of our CCTV. It is much cheaper to have an annual service, than it is to leave a system to fail and then replace it.	
Include Resident Procurement and Contract Reviewers in the procurement and ongoing review of CCTV contract	Respect / Communication / Voice and Influence / Quality Homes	Increase our income and decrease costs / Deliver value for money through digital service / Invest in our homes, strengthen our communities / Listen to our residents and customers	Policy / Community	Claire Naylor / Home & Property	Customers will be invited to discuss procurement as part of the consultation process	

Undertake insight review of what CCTV data that SHG already hold from other projects and departments.	Voice and Influence	Increase our income and decrease costs / Deliver value for money through digital service / Invest in our homes, strengthen our communities / Listen to our residents and customers	Policy / Community	Claire Naylor / Home & Property	All CCTV data from the previous CCTV project is stored centrally within internal SHG SharePoint.	
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Appendix 1: Consultation Themes

The themes were as follows:

- To explore residents' views around CCTV including what the benefits are, any negatives and impact of cost implications.

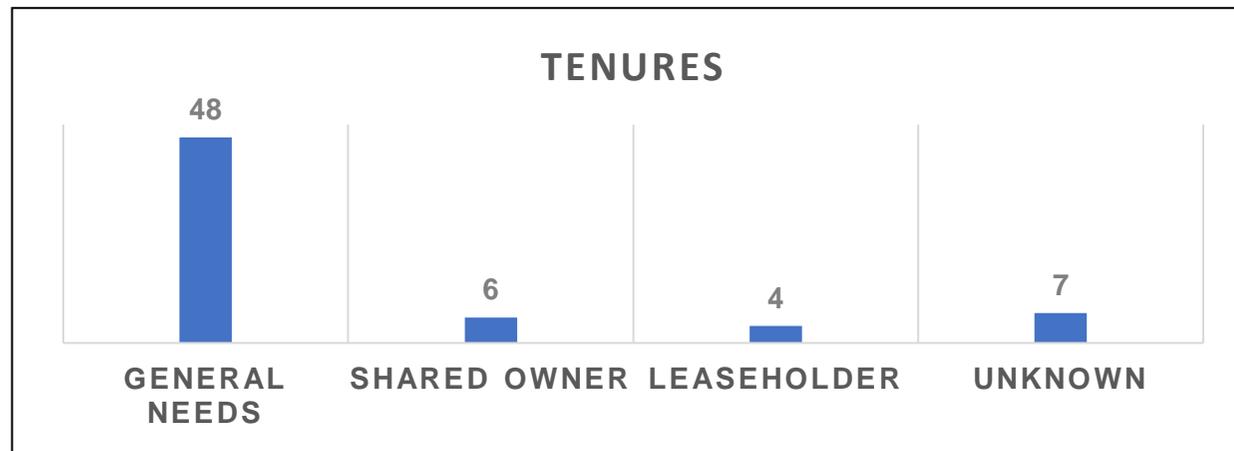
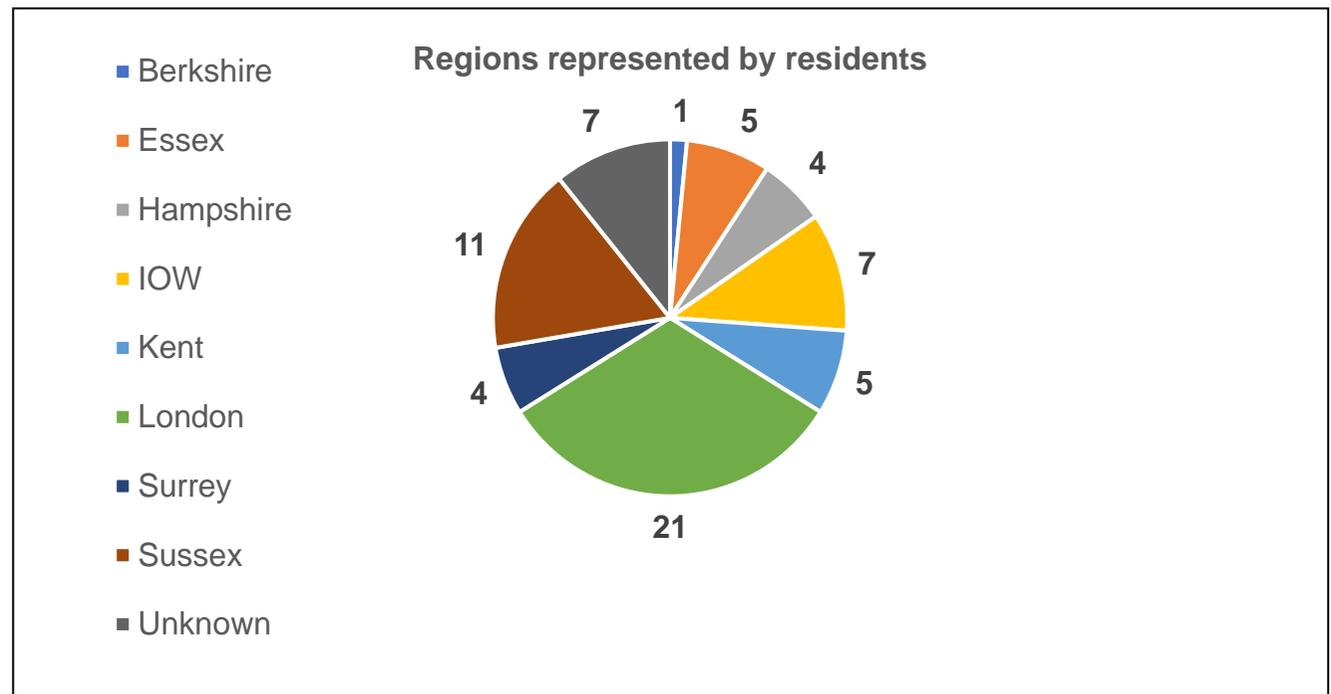
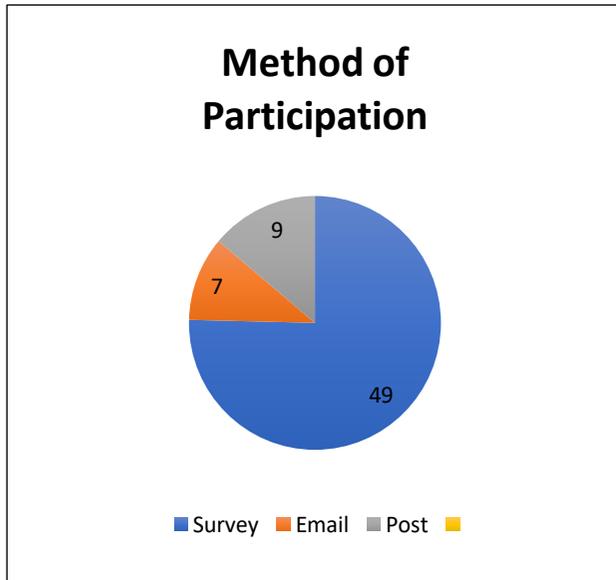
The Customer Involvement team worked with the Project Manager for CCTV Estate to create a set of questions for residents.

Appendix 2: Consultation Methodology

Residents who are interested in Groupwide Policy Review, Service Improvements or interested in undertaking surveys were asked to respond to a short survey to support our development of the CCTV policy. The survey was also promoted internally with SHG colleagues and on social media.

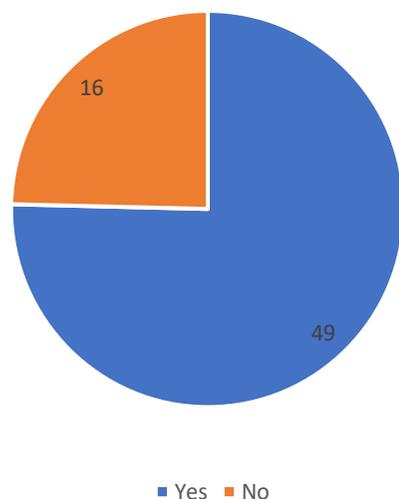
In line with standard research practice the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

Appendix 3: Respondent profile



Appendix 4: Consultation findings

1. Have you ever considered having CCTV where you live?



Comments from 'No' responses:

- Not my decision to make alone
- I do not necessarily think it is required / Not necessary at this address / Don't really feel it is needed. Cameras everywhere these days / It is a very low crime area / Live on the Isle of Wight, we do not have any problems / Small property in a good location. Lived here since built in 2007. We have never had any problems
- I understand my Managing Agent provides this for the Royal Arsenal Development in Woolwich SE1
- Already a CCTV system in place / We have it apparently
- Who could be bothered to monitor the footage? / Never gets checked
- I have never really thought about having CCTV in my area where I live. I am not sure if it would be a good thing or a bad thing
- Live in housing association property
- Invasion of privacy
- Kennaway Estate is a relatively quiet estate with low crime and the cost of re-installing, maintaining and monitoring CCTV here would outweigh the benefit it would provide

Question 1 continued

Comments from 'Yes' responses:

- For security and protection including
 - From theft including bikes, post,
 - Anti-social behaviour
 - Youth's loitering, damaging play areas and fencing
 - Drug Dealing
 - Deters crime
 - Feeling safer
 - Rough sleepers
 - Protection from harassment
 - Screening visitors
 - Trespassing
 - Fly tipping and not using bins stores correctly
 - Deterrent to committing crimes
 - Improve security in shared areas
 - Abandoned vehicles, thefts from cars and parking issues
 - Extra security due to vulnerabilities

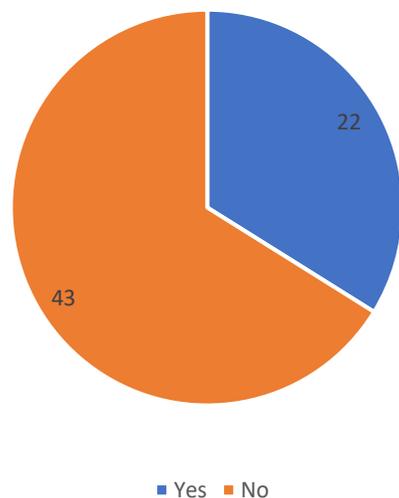
Other comments from 'Yes' responses:

- Myself and my neighbours have installed our own cameras due to previous damage happening to our cars and unsupervised children and a reported burglary
- To keep an eye on the property when away from home
- We have CCTV in our block due to anti-social behaviour. However, I have no idea if the CCTV is working. I was also told it is very difficult to access the recordings
- Initially I thought it would be nice to have one, but I had to consider the cost and other options
- We have CCTV where we live. We have no idea who the data controller is, what this information is used for or who has access to it. CCTV is a data collection activity and there are rules for its use. Southern Housing seem secretive about this
- We have had drugs issues in our block/area for many years but intense for just over 2 years now and SHG have done nothing to help. The outcome of our stage 2 complaint being upheld they did say we were getting CCTV; however, we continue to wait for the promised updates on this. We feel alone still and feel the stage 2 outcome didn't achieve much at all. CCTV would prove so much and finally to get the action needed. We don't feel they want to help sort the problem

2. What benefits do you feel CCTV can bring to an estate or scheme?

- 6 responded there are no benefits
- 18 responded feeling of safety, security and peace of mind
- Identify perpetrators of ASB, theft, fly tipping, vandalism, nuisance neighbours, drug dealing, car parking issues, tampering with front door
- It would be a deterrent
- Lowers content insurance premiums
- Monitoring of visitors
- It records all activities within its view, capture evidence, forewarn if trouble is brewing, and just ensures that people are OK
- CCTV gives the perception of security, but in reality, will only record the event
- Since the installation there is less drug related activities and petty thieves.
- It can be beneficial in some areas but not necessarily where I am living.
- We have it for our SHG owned park and has helped sort reported issues already
- It can lower crime, help to settle disputes, identify times and places of people that may be up to no good or in need of help
- Security to record if anything goes missing. Peace of mind as a burglary took place last year in far block
- Try to keep them looking tidy and locking gate in one car park to stop people taking short cuts and discarding their rubbish in our hedge rows
- It doesn't solve problems, only "moves" the problem to another location
- It would help to ensure social cohesion
- Could save cost to tenants with maintaining estate
- On the negative side. Some people may feel that they are being watched all the time while they are out and about

3. Do you feel here is a negative impact to installing CCTV on estates or schemes?



Comments from 'Yes' responses:

- Visitors may perceive that the estate is problematic if CCTV is installed or problems in the area
- 10 responded with loss of privacy comments including 1 around use in a communal lounge and others around overlooking garden areas.
- What the data is used for. Who has access to the videos/images?
- Yes, we have had CCTV installed without a consultation. I heard it cost 60k, is that the best use of the money especially as residents have not been able to access it for crimes committed e.g., bike thefts. Dummy CCTV could be better than using money to address the root cause of the issues i.e. funding groups for teenagers /young men.
- Benefits would probably outweigh negatives.
- Will push any problems to next area. Also there has to be a want to pursue any issues.
- Depends on other residents wanting it, some have no interest in having CCTV
- Should only be installed by Police for short time to fight crime
- Premises have secured number to call flat directly to unlock entrance door
- As a leaseholder I would be concerned about the cost of installation and maintenance and whether it would be cost-effective. There have been other examples of work that was carried out on our block at a cost that did not reflect the kind of price a contractor would charge a private client, so I would be concerned about being over-charged as SHG doesn't always seem to negotiate competitive tenders.
- Waste of time spend the money on getting better housing managers who can do the job
- The cost of installing, maintaining and monitoring CCTV is passed on to residents.

Question 3 continued.

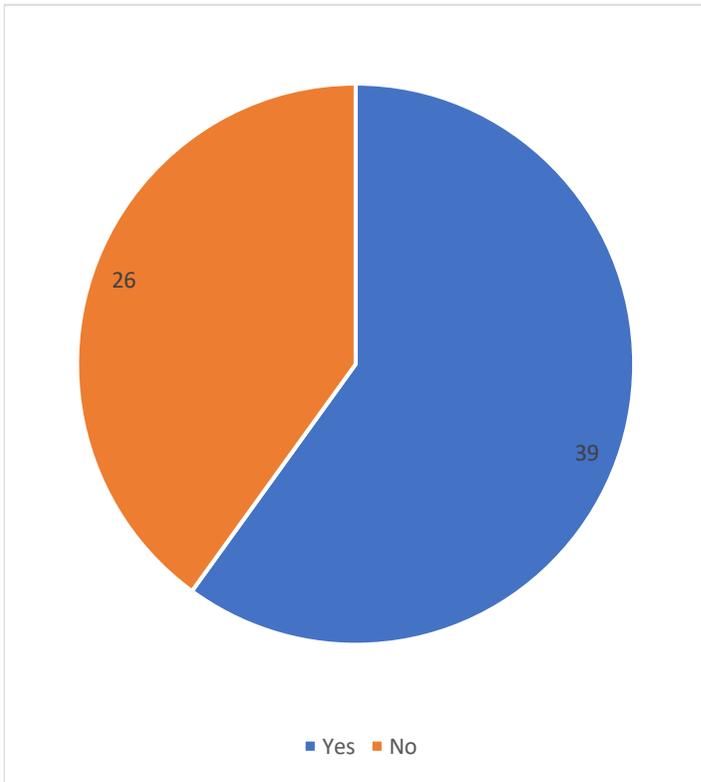
Comments from 'No' responses:

- 2 responded if not installed in private areas or privacy isn't compromised.
- 8 responded CCTV being a deterrent, makes the estate a nicer, safer environment can only be good unless abused
- 10 responded if residents are law abiding then there is no reason to object to CCTV.
- 3 responded no negative impact as there to protect us and estate / schemes would benefit
- 4 responded anyone at any time could rely on evidence from them and are a great idea
- It clearly shows who's not welcome and many police incidents they want proof of evidence, so having the security enables us to stay protected.
- CCTV can only bring good things, apart from its cost
- In principle no, but again depends on the location of the cameras and quantity. I suppose a consultation prior to the installation could inform SHG of the support or lack of, from individual blocks/estates/communities
- If installed professionally with appropriate signage it should only have a positive impact.
- Unfortunately, the negative impact of what has happened outweighs our personal freedom of rights. We only need cameras in the door lobby and bike shed unless you know different!
- It might be a slight deterrent; do we really want a 1984 Police state?
- 2 responded they would welcome CCTV on their scheme / estate

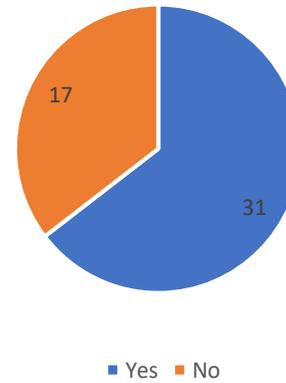
4. Sometimes temporary / dummy CCTV are used on estates for instances of anti-social behaviour. This is agreed with residents before installation and incurs a one-off cost to residents until anti-social behaviour is resolved. In some cases, they are used in the short term before permanent cameras are installed. Do you feel that temporary / dummy cameras are beneficial?

- 34 responded with 'no'
- 5 responded that people will realise they are not real and a waste of Southern Housing funds as they would provide no footage for the police etc and eventually become an obsolete tool and very frustrating for police too
- Absolutely! Have been wondering if this might be an option
- 2 responded we have a dummy one it has not made any difference. Need the real thing. Dummy cameras are a waste of money
- 6 responded yes, because the sight of a dummy camera may deter some individuals acting unsocially/undertaking vandalism/crime and attacking law abiding people.
- When crime does happen, what is the use of a dummy CCTV. I think we should install the real camera but tightly regulate the access
- 9 responded usually yes but unfortunately once you announce that you're installing dummy cameras the problem is that the person or people will share this information, so what is the point? Your best telling us you have installed real cameras even if there not, this could work
- Probably not. We were told our cameras were only temporary, and they have been left in place for longer. I really do not know... No one talks about them now. However, in my block, huge panels (the size you normally see in car parks) were screwed to wooden doors on every landing informing resident of the presence of the cameras. They look ugly, damaged the doors and holes were also drilled on the walls of every landing to link the cameras to. The whole thing could have been better installed
- I believe it can be beneficial on some estates to help resolve sort term antisocial behaviour; it can also be used when there is a spate of know criminal activity in the area. However, in cases of short-term antisocial behaviour it will need to monitor if the installation makes a difference
- All cameras should be real and high-quality image and preferable sound
- Why should residents have to pay when SHG has a legal responsibility to provide safe environment for any resident
- We'd need to hear from experts
- We already have a dummy camera and since most know it's a dummy its usefulness has probably significantly waned

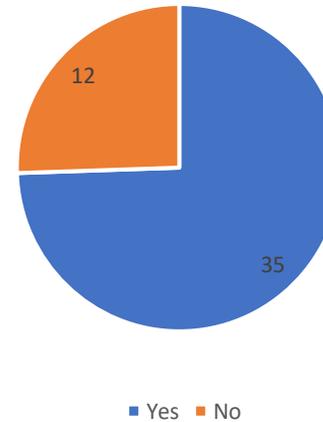
5. The cost for CCTV provided by SHG is service chargeable, and the cost would depend on the size of the estate.
Would you be willing to contribute to the costs of CCTV?



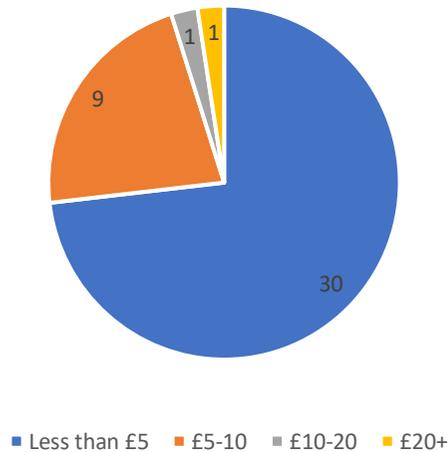
6. There are two areas that incur costs for CCTV: installation and ongoing costs.
Would being willing to pay for the cost of installing CCTV? (Not everyone responded to this question)



7. Would you be willing to pay for ongoing costs which includes servicing, upgrading, etc? (Not everyone responded to this question)



8. How much do you feel is reasonable to pay through weekly service charge for CCTV?



9. Any Other Comments?

- We already pay for this and have done for years yet it isn't monitored. Cost could be reimbursed by fining the people causing the issues
- We already pay service charge and CCTV should be included with the already paid service charge. There should not be an additional payment or specific payment made for installation of CCTV. This is a core responsibility of SHG to making the estates secured and should not be borne by tenants
- We'd only need one camera on the main back entrance and hope that costs would be less than £5/week per resident
- Costing / charges would only be acceptable if the footage from the CCTV is accessible and managed by someone and retained for a reasonable amount of time and not becomes a waste of money
- Service charges are already becoming very high. I think informing / consulting estate residents of the exact potential extra costs will be essential before any agreement can take place. CCTV can be quite controversial and feel it will be very important for residents to get properly informed of the reasons for the cameras, the legal requirements for the processing of personal data, and to trust the process. An explanation for the location of the cameras also seems to be paramount
- I would hope that you would only pass on the cost of CCTV, to the schemes that actually have them
- People should be given choices and anyone who want CCTV can install in their houses
- Specified CCTV system would have to have quantifiable benefits, e.g., saving on costs relating to fly-tipping, graffiti removal, lowering of crime and antisocial behaviour rates, and any discounts/reductions in buildings insurance

Question 9 continued:

- People that live in high crime areas are poor / low income and can't afford CCTV. That is unfortunate because they might need it the most.
- What proportion of the cost would SHG support and would SHG give six monthly statements?
- Being the neighbourhood watch co-ordinator CCTV is a great idea to use in evidence
- If the cost was within the service charge yes, we feel it would be an asset to have CCTV here, and a lot of it would pay for itself in catching fly tippers, drugs, fire hazard dumping etc, as prosecutions would get them to pay for it (fly tipping can be thousands).
- I'm not willing to pay MORE service charge. Incorporate the gardening charge with the tree maintenance instead as we do not have any trees in our court, to lower the service charge general cost per annum.
- Dummy CCTV cannot, in the first instance, be a substitute for serious vetting of tenants nor for strong management. Living with tenants who have zero regard for their behaviour in relation to how they treat where they live – is a NIGHTMARE.
- As far as I believe CCTV should already be part of the service charge
- I have CCTV in my home it costs me £8 a month.
- We desperately need it and would go up in price if needed however it should be non-profit your end. We don't want to be done
- Nobody comes out, why pay for something when nothing gets done about
- Cameras installed need to be maintained or monitored as the poor state of repair is immediately apparent- domes housing the cameras are thick with years of accumulated silt that would block an operator from viewing images and in some areas, cabling has clearly been cut or is visibly damaged.
- If I agree to pay, I would like full access to check the CCTV without any issue and feel free to check whenever I like.

Glossary

Resident Involvement Strategy

Respect - listen, visibility, ownership

Communication - clear, accessible, timely

Voice and Influence - making decisions together

Quality homes - well maintained, safe, well managed

Themes

Training - individual, department, Group, Contractor

Process - the A to B day to day guidance behind a policy

Policy - the outline of the Group's commitments

System - the systems the Group use to process data, tasks and communications

Community - work undertaken by teams to support communities

Summary of Groups' Corporate Plan

Increase our income and decrease costs

Deliver value for money through digital service

Build greater trust, transparency and accountability

Invest in our homes, strengthen our communities

Listen to our residents and customers

Empower our people

Directorate (Area of Group)	Teams responsible for				
Customer Service	Triathlon	Building Safety	Customer operations	Home and property	Community investment and care
Development and Growth	Comms and external affairs	New business	Development and delivery	Sales and marketing	Strategy and policy
Commercial	Estate Services	SHG Construction	Commercial property and private rent	SMS (Maintenance Service)	Business change
Resources	Service charge	Governance	IT	Financial	HR/ Land D