

CCTV upgrade

Keeping our tenants &
neighbourhoods clean & safe



A key tenant priority

We have spent a lot of time listening to tenants as we develop our new corporate plan. Keeping tenants and neighbourhoods safe and clean is a clear priority. Tackling ASB and fly-tipping were seen as key areas of focus.

This is also made clear in the new consumer regulations and from tenant feedback at a national and local level. Structurally, we know we operate in the some of the most deprived and challenging neighbourhoods in the country.

Following intensive tenant consultation regarding CCTV, contacting c3,500 tenants across c90 schemes with a response from 827 tenants, the overwhelming feedback was that most valued CCTV (87%) and that most were willing to continue to pay for the service or indeed pay more (51%).

Specific tenant consultations in relation to the impact on Service Charges also took place at each scheme.



3,487 tenants consulted

2,129 from Retirement Living

1,358 from General Needs



715 contacted by phone



507 doors knocked



46 schemes reported on



43 focus groups completed



180 emails



2,158 texts

Tenant priorities:



46% ASB



35% security & drug concerns



40% fly-tipping



22% vandalism



51% of tenants said they would be willing to pay more for a better CCTV system

79% of people that took part knew they had CCTV,

67% were aware it was part of their Service Charge



Tenant feedback: the need for CCTV



'**Extra sense of security** as lots of stuff happens around here. Lots of homeless people going through rubbish bins.'



'It makes residents feel safe and secure within the building and **deters antisocial/criminal behaviour.**'



'**I feel safe** just in case of any criminal activities as **it will be easy to track and trace.**'



'**Feeling secure is the key priority** when it comes to accommodation.'



'**Everyone has a right to live in peace** without feeling threatened.'



'For added security and **peace of mind.**'



Tenant feedback



Do you have any safety or security concerns about your scheme?

- General concerns around front doors and people in car parks.
- There were some that reported ASB and drug related issues.
- Many said there were no security issues.

Do you feel CCTV is important in your scheme and why?

- Most felt it was important for security and gave the feeling of safety.

Is there anything extra you think the CCTV should be able to do?

- Live monitoring of images and the door entry system was favoured with night vision also being mentioned.
- Lots were happy with the system the way it is.

Do you have any concerns about your scheme having CCTV?

- The majority did not raise any concerns about having a CCTV system.
- One scheme mentioned about ongoing and/or rising costs.

If we were to make improvements, this may mean a service charge increase – how would you feel about this?

- The residents were split on this. Whilst some said that security is paramount, others said with everything going up they did not want to pay more.

What improvements did tenants want?



48%
Cameras that can monitor in the dark



42%
Live monitoring of images



41%
Clearer better quality images



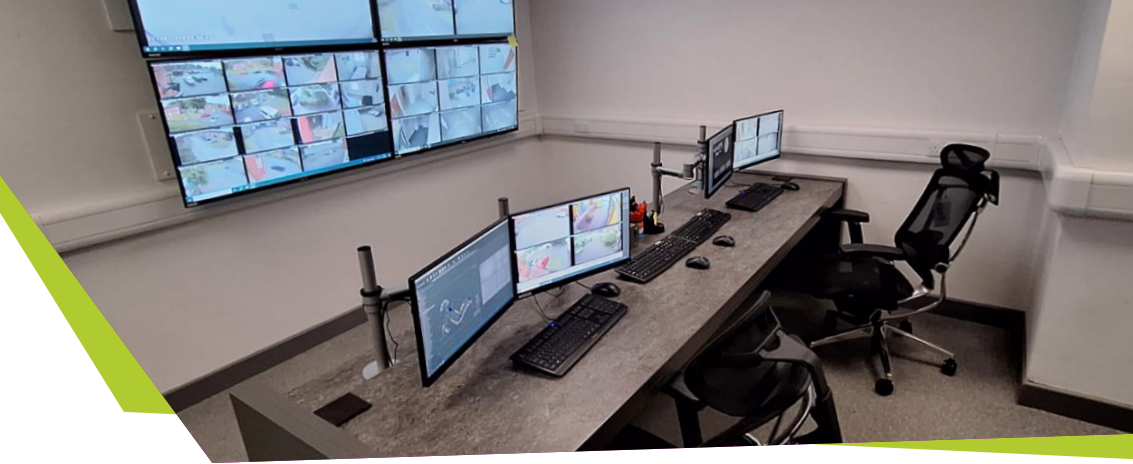
40%
Live monitoring of the door entry system

Our response

Upgrading our CCTV is one part of our broader response to delivering balanced and sustainable communities, tackling ASB and keeping our neighbourhoods clean and safe.

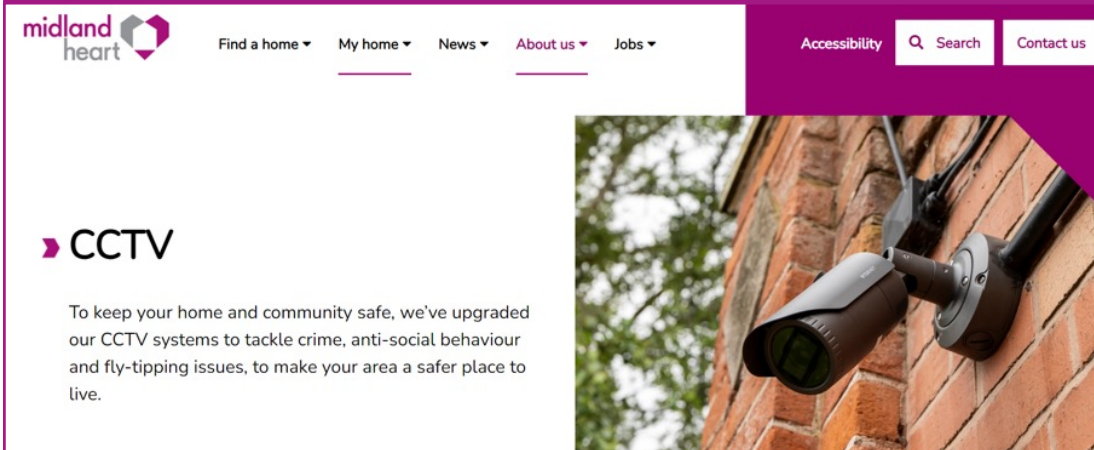
Our CCTV upgrade has led to significant improvements in our equipment, systems and functionality across over 70 sites:

- We have standardised and modernised our CCTV systems, moving away from older analogue equipment.
- Provided a live monitored surveillance system - enabling us to respond in real time to deter and detect crime.
- Ensured full GDPR compliance.
- As part of our £1.8m investment, we have also created a new CCTV control room at our East Midlands Hub facility. This is staffed by an experienced team of 7 CCTV Operatives who both manage and monitor our systems. The hours of operation are between 6pm and 8am, this includes weekends. This was launched in April 2024.
- The average weekly increase in service charges per home with broadband is £3.21 (£2.94 without).



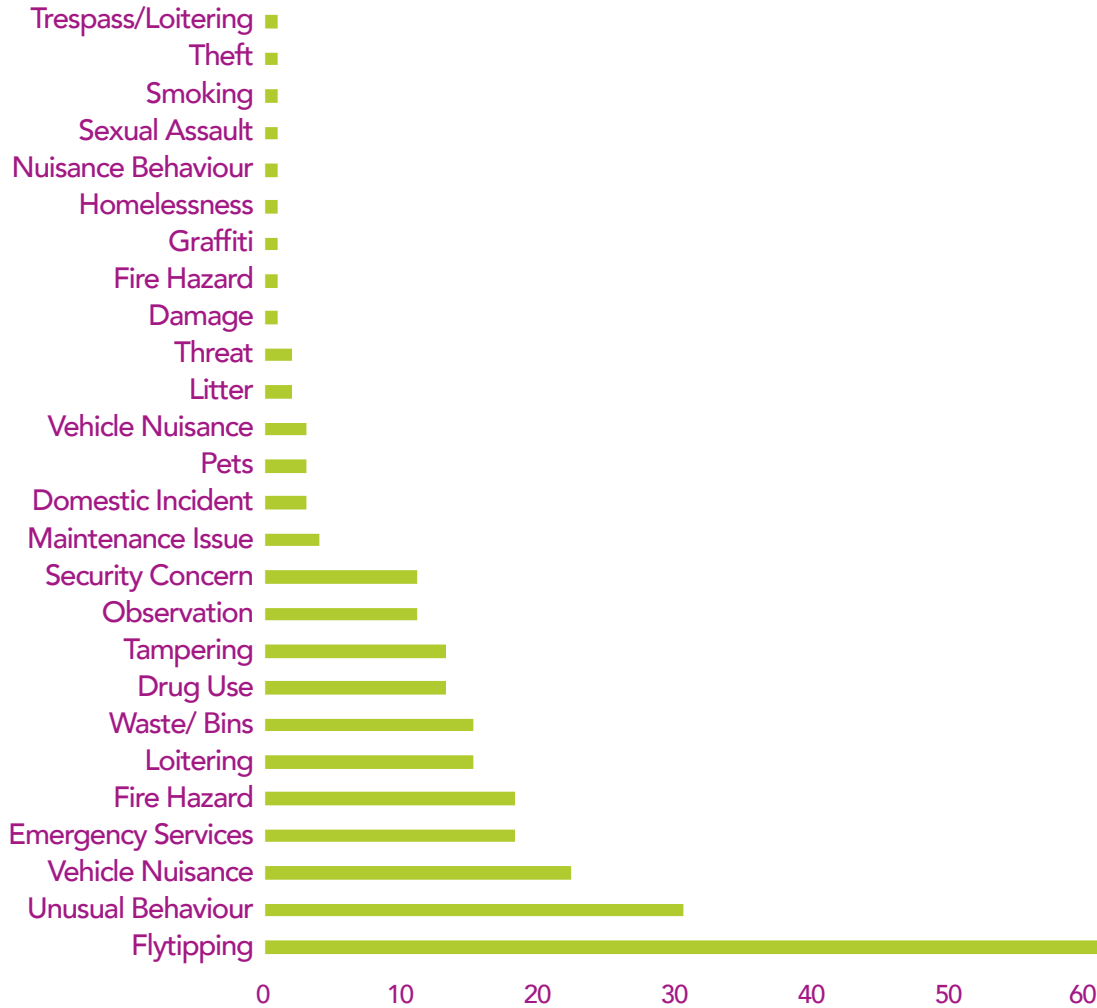
Tenant website:

We created a new CCTV section on our tenant website which provides an overview of our CCTV scheme, but also monthly case studies on our successes where CCTV has deterred or detected crime or anti-social behaviour. Making tenants aware of this helps make tenants feel safe as well as deters others. This is a key strand in our work on improving localised communications.

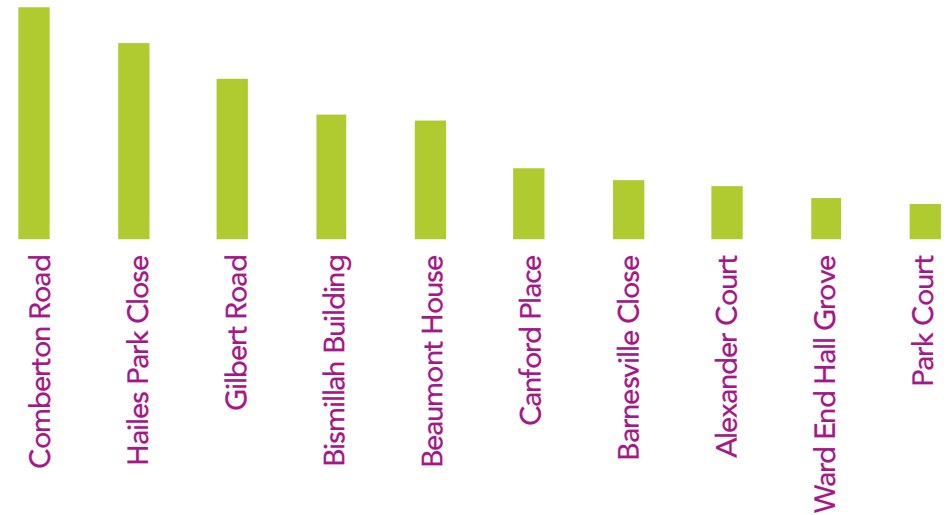


The scale: CCTV incidents

Incidents observed on CCTV (May, June and July 2024)



Top 10 schemes by incident volumes



Fly-tipping was twice as common as any other incident. These cases are escalated to Tenancy Services and Estates Officers of the scheme to try and identify those responsible. Discussions with the tenant are undertaken to ensure they make arrangements for items to be disposed of correctly.

In cases where it is not possible to identify those responsible, the Rangers team ensure this is removed.

Visually, schemes appear to be a lot cleaner and tidier from when we first started monitoring.

Case examples and partnership working

Comberton Road – Cameras on Comberton Road went live in May 2024. The CCTV operators identified significant vehicle nuisance, reckless behaviour and loitering as well as incidents of youths riding motorcycle scooters without helmets, bypassing traffic calming measures and mounting pathways. Our CCTV operatives have actively been reporting incidents to WM Police either online or via 101. We also reported concerns into the Birmingham LA Community Safety group.

Since then, we have seen a greater police presence in the area and loitering has significantly reduced. However, we are continuing to see incidents of vehicle nuisance but we're reporting these incidents to WM Police on a case-by-case basis.

Beaumont House, Leicester - CCTV operatives identified drug abuse taking place in the communal areas of the building. Following more detailed review of the footage available, we were able to identify that a lot of the activity led back to one particular flat. We have issued a tenancy warning to the tenant of this flat and, since then, disruptive activity has remained very low within the building.

Bismillah Building - In June 2024, we received a call from WM Police requesting CCTV evidence regarding a sexual assault that took place in the lift of the Bismillah building. We were able to supply WM police with footage within an hour of the request and while the individual was still in police custody.



Next steps

We have certainly made great strides already with the help of our improved CCTV. As we gather more data and raise awareness, we will be able to better understand the key themes affecting each scheme and neighbourhood, and how we can work more broadly and effectively across our partnership network to tackle these issues.

We will also be able to better assess the impact on tenant perceptions around feeling safe and the impact on cleaner neighbourhoods.

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