

# Birmingham City Council

## Report to Cabinet

25 June 2024



**Subject:** City Housing CCTV Pilot Programme

**Report of:** Paul Langford, Strategic Director – City Housing

**Relevant Cabinet Member:** Cllr Jayne Francis – Cabinet Member – Housing and Homelessness

**Relevant O &S Chair(s):** Cllr Jamie Tennant – Homes Overview and Scrutiny Committee

**Report author:** Guy Chaundy, Assistant Director – Housing Strategy and Enabling

Are specific wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No – All wards affected
If yes, name(s) of ward(s): Billesley, Bournville and Cotteridge, Bromford and Hodge Hill, Druids Heath & Monyhull, Erdington, Kings Norton South, Newtown, Northfield, North Edgbaston, South Yardley, Stockland Green, Tyseley and Hay Mills, Ward End.		
Is this a key decision?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, add Forward Plan Reference: 012651/2024		
Is the decision eligible for call-in?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, provide exempt information paragraph number or reason if confidential:		

### 1 Executive Summary

1.1 The Council's Asset Management Strategy 2024-2029 was approved by Cabinet in January 2024. One of the key priorities within the strategy was that all Council

homes should be safe. A commitment of this strategy was to explore how CCTV can be re-introduced into Council high and low-rise blocks and neighbourhoods to enable residents to feel safer in their home.

- 1.2 The Council seeks approval to implement a CCTV pilot to provide an evidence basis to support the possible wider implementation of CCTV across the city. The pilot includes the installation of CCTV in a specific set of locations following feedback from tenants, leaseholders and insight from key performance indicators and stakeholder data.
- 1.3 This report sets out the Council's position in relation to the installation, monitoring, and management of CCTV cameras during the 12-month pilot, initially within targeted high crime and antisocial behaviour (ASB) areas, to assess the effectiveness of CCTV cameras in preventing and reducing incidences of crime and ASB. The effectiveness of the pilot will be measured using data on reported crime and ASB in the relevant blocks, including the reduction of criminal damage and repeat repairs as a result of vandalism and criminal damage, and in improved tenant perception against relevant Tenant Satisfaction Measures.
- 1.4 The primary driver for this pilot was feedback from tenants and leaseholders regarding the safety of their homes and neighbourhoods, particularly since the decommissioning of the existing CCTV network in 2014 across high rise sheltered and general needs blocks. Our interactions with tenants through a variety of methods, including Tenant Satisfaction Measures, the Tenant Engagement Framework, Meet the Ombudsman event, Tenant Talk events, complaints and local interaction with tenants and leaseholders has highlighted that there is a correlation between the lack of CCTV within Council managed properties and a perceived increase in crime and antisocial behaviour.
- 1.5 Over the course of the last 12 months, the Council have been undertaking tenant perception surveys as part of the implementation of the Social Housing Regulation Act, implemented by the Regulator of Social Housing following the Grenfell disaster. The results of these surveys will be formally submitted to the Regulator in June 2024, and must be published annually. Through the collection of this data, we have identified low levels of satisfaction around ASB and tenants and leaseholders feeling generally unsafe in their home and how their reports are dealt with. It is clear that our tenants see the installation of CCTV as a key priority across the city. This perception is strongly felt in high-rise blocks and local community safety partnership data supports this.
- 1.6 The Council has commissioned Housemark to carry out Tenant Satisfaction Surveys on a quarterly basis to ensure a level of independence; the results of these surveys highlight tenants' overall dissatisfaction with the Council's response to ASB and in the Council's ability to provide safe homes. [Figure 1](#) demonstrates the levels of satisfaction as measures via the Tenant Satisfaction Surveys. To provide context, the national median has been provided which demonstrates where Birmingham sits against other comparable authorities.

**Figure 1 – tenant satisfaction with safety and response to ASB**

Measure	Q1	Q2	Q3	YTD	National Median
Satisfaction that the home is safe	67.3%	63.2%	64.8%	65.1%	83.2%
Satisfaction with the landlord's approach to handling antisocial behaviour	45.4%	50.5%	43.4%	46.9%	54.5%

- 1.7 The regulatory landscape for social housing has changed significantly in recent years, in large part as a result of the Grenfell tragedy. Local authorities are under greater scrutiny regarding the management of high-rise blocks in particular, and the Council has invested significantly to comply with the relevant legislation and ensure that tenants are provided with buildings that are safe. The installation of CCTV, whilst not a specific legislative requirement, is however a further step in assuring tenants that the Council takes their safety and wellbeing seriously and that the Council responds where tenants make us aware of their concerns.
- 1.8 The Regulator of Social Housing is moving from a reactive to a proactive regime of governance, providing a more robust challenge to landlords and the ability to inspect landlords to ensure compliance with the Consumer Standards, some of which specifically focus on the way in which the landlord responds to ASB and hate crime and seeks to resolve it. The Council undertook a self-assessment against the Consumer Standards in November 2023 in preparation for inspection by the Regulator and, as part of the actions identified from this self-assessment, there were obvious risks around the management of ASB both in terms of policy and procedure.
- 1.9 The implementation of CCTV is therefore part of a package of measures that the Council is implementing to combat crime and ASB across the city and deliver against a clear objective that tenants and leaseholders should have a safe place to live. This pilot further aligns to the Improvement and Recovery Plan (IRP) objective to deliver good services by driving improvements across the Council's housing stock for tenants and leaseholders. The CCTV pilot programme has been designed using detailed analysis of both quantitative and qualitative data, considering, tenants' and leaseholders' lived experience, demographic information, and the Council's responsibility as a landlord to keep tenants safe. The proposals set out in this report extend to the installation of CCTV within specific high-rise blocks, selected based on data regarding the frequency and volume of crime and ASB, for a 12-month pilot period to evaluate the effectiveness of CCTV in preventing or reducing crime and ASB. This data will be drawn from the Council's systems in relation to reports of antisocial behaviour, vandalism and damage, and information from partner agencies regarding incidents of arson and detected crime. This quantitative information will be considered alongside qualitative information from tenants regarding their perception of safety and will then be used to inform decisions going forward

relating to the wider installation of CCTV (where this is proven to be effective) or to alternative options aimed at reducing crime and ASB.

## **2 Recommendations**

That Cabinet:

- 2.1 Approves the implementation of CCTV during a 12-month pilot across specific hot-spot areas in line with an evidenced based approach to inform the wider consideration of the installation of CCTV as part of a rolling programme either through planned Capital Works or on a case-by-case basis where needed.
- 2.2 Approves the intention not to recover service charge for the revenue element of the CCTV programme in hot-spot areas for the 12-month pilot period to enable the Council to evaluate success.
- 2.3 Approves the anticipated maximum spend of £500k in capital costs and £120k in revenue costs across the 12-month pilot period.
- 2.4 Approves and endorses the Council's approach, positively responding to feedback from tenants and leaseholders in relation to CCTV.
- 2.5 Delegates authority to the Strategic Director - City Housing in consultation with the Chief Operating Officer, the Interim Director of Finance (Section 151) and the Interim City Solicitor & Monitoring Officer (or their delegates) to approve the procurement strategy and contract award to implement the pilot.
- 2.6 Authorises the Interim City Solicitor and Monitoring Officer to execute the necessary documents to implement the above recommendations.

## **3 Background**

- 3.1 The Council's existing CCTV system became non-compliant with relevant legislation (and therefore obsolete) in 2013. A decision was taken, based on the projected costs of upgrading the existing CCTV provision across the stock portfolio, to decommission the existing system. This decision was in part informed by the potential increase in service charges needed to fund the upgrade of the CCTV system, at a time when the switch to Universal Credit meant that many tenants were coping with budgeting their income to meet their outgoings.
- 3.2 The provision of CCTV, including the maintenance and monitoring of the system, was a significant financial and logistical pressure for the Council. At the time of the decision to decommission in 2014, the projected costs to upgrade the system were £13m (£18m at 2023 prices). The decision was taken to move from CCTV to a system of enhanced remote night security and secure entry systems to all high-rise blocks. Advances in CCTV technology and remote monitoring since this time mean that the overall indicative pro-rata cost of this pilot programme is likely to be significantly lower than that budgeted for in 2013-14.
- 3.3 Whilst the decision to decommission all CCTV in 2013-14 was taken based on the Council's financial pressures at the time, this was done across the whole

stock portfolio without specific regard to high-rise blocks or neighbourhoods where the ongoing provision of CCTV may have been beneficial in terms of limiting the effects of crime, vandalism and antisocial behaviour where this was a particular concern. Whilst the data to support such decisions may not have been readily available at the time, the Council is now in a position to use intelligence and data to inform decisions regarding the provision of CCTV within specific, targeted areas based on particular concerns, and it is this rationale, as set out in section 4, that has underpinned the selection of the high-rise blocks chosen to form part of the pilot programme and to hopefully deliver the most tangible benefits to tenants.

3.4 Since the decommissioning of the CCTV system, there has been an increase in crime and ASB within many blocks. The Council received 4384 reports of ASB in 2022-23. Whilst this may in some regard reflect national trends relating to increases in crime and ASB, the perception of our tenants is that the two factors are directly related, and that the Council's decision to decommission CCTV has driven this increase has limited our ability to identify perpetrators and take appropriate action.

3.5 The Council interacts with tenants and leaseholders in many ways in relation to housing issues, and a constant theme within these interactions, either formal or informal, is that the majority of tenants feel that the Council should provide CCTV to act as a deterrent to crime, ASB and to support the Council and police in taking action against perpetrators. Given the size of the Council's portfolio of high-rise blocks (204 with 35 being sheltered accommodation), this has presented a significant pressure and to this point no decision has been made in relation to the provision of CCTV. It is however evident through consultation with our tenants and leaseholders that this issue is the primary concern and as such the Council is required to consider measures to demonstrate that we have listened to our tenants and that we have acted on their concerns.

3.6 The Council's Asset Management Strategy 2024-2029 clearly sets out key commitments to both the re-integration of CCTV into blocks and neighbourhoods where this need is supported by impact assessments, and to reducing the number of ASB reports across the city; this report seeks approval to deliver against these commitments.

## **4 Rationale**

4.1 The implementation of CCTV, even on a limited pilot basis, not only comes at significant cost to the HRA but would also have an impact on service charges for leaseholders and tenants. An increase in service charge would be unavoidable, given the receipt of an additional service of this kind, particularly given the potential savings on essential services post s.114 intervention and the impact of the cost-of-living crisis. However, we recognise that tenants and leaseholders are concerned about the impact of anti-social behaviour and the feedback we have received indicates that tenants and leaseholders do not feel safe.

- 4.2 As a proportionate response, we have chosen to implement CCTV in specific ASB hotspot areas over a 12-month period to test whether this improves the resident experience and reduces ASB overall. Evaluating this across a select number of areas of concern means that there will be an evidence base for future wholesale implementation, making an increase in service charge more palatable for tenants and leaseholders.
- 4.3 We have triangulated significant data sources via Power BI to identify “hot spots” where a particular block or estate is experiencing significant crime and ASB, and where it would therefore be most beneficial to trial the use of CCTV as a deterrent and to provide reassurance to the affected tenants. The data used to identify these hot spots included complaints, ASB (criminal damage, fires, drug dealing and use etc), crime and persistent fly-tipping. Several blocks selected for the pilot programme have recently benefitted from capital investment works and there is a desire to install CCTV in order to minimise potential vandalism and damage based on historical issues.
- 4.4 The Capital works high-rise programme is already underway across the city delivering improvement works over a 12-year period; as part of this programme, CCTV will be installed within blocks to both provide tenant assurance, to deter damage in refurbished blocks and to protect the Council’s investment. This will be a separate programme to the pilot proposal, which is aimed at targeting those blocks not within the Capital Works programme where ASB and crime is a current concern. High-rise blocks or sheltered accommodation blocks identified in the Capital Programme to receive CCTV over the next 12 months as part of planned works, will be included within the pilot in terms of monitoring the effectiveness of the installation.
- 4.5 The Capital Works programme will include the installation of CCTV for current and future refurbishment works. [Figure 2](#) illustrates those blocks where Capital Works are scheduled with an indicative timescale.

**Figure 2 – Capital Works programme**

Block	Ward	Capital Works Timescale
Wickets Tower	Edgbaston	January 2024
Century Tower	Edgbaston	January 2024
Boundary House	Edgbaston	January 2024
Kingspiece House	Bromford and Hodge Hill	April 2024
Coney Green House	Longbridge and West Heath	2024
Essington House	Ward End	2027-28
Stoneleigh House	Harborne	2026-27
St Albans House	Harborne	2027-28

Netley House	Harborne	2028-29
Tintern House	Harborne	2029-30
Hobbis House	Longbridge and West Heath	2025-26

- 4.6 The infrastructure of CCTV will be installed on every floor of each high-rise block within the programme, allowing cameras to be easily moved across floors or for the number of cameras to be increased. The initial installation will target those areas of blocks where ASB and criminal damage are a specific issue, with the capability to proactively change the locations depending on need. This will allow the Council to utilise cameras as an effective tool, relocating them to areas in blocks where they can capture reports of elevated ASB and crime accordingly, whilst delivering value in not installing a significant number of cameras in each location.
- 4.7 The council will strategically select the best suitable security package through a block-by-block analysis, determining the scope of the installation, number and location of cameras etc. This may include blocks where the Council decides not to install CCTV; any such decision will be supported by appropriate rationale (i.e. the issues within the block can be addressed via alternative security measures). The council will apply a due diligence process to confirm that the data supports the installation of CCTV ensuring the Council meets all required GDPR and data compliance requirements for each block.
- 4.8 The Council will identify the minimum-security package on offer to residents incorporating CCTV through both the pilot and the wider CCTV delivery programme: this will be linked to existing security measures such as the intercom door system. The aim will be to offer residents the most appropriate suitable security package for each block, including tenants in sheltered accommodation.
- 4.9 Based on the hot spot data, the Council have identified the priority wards and blocks below in [Figure 3](#) that will form part of the pilot.

**Figure 3 – Priority Hot Spot Blocks**

Block	Ward	Rationale
Bakeman House	South Yardley	Sheltered; ASB, Criminal Damage.
Barrow House	North Edgbaston	ASB and Criminal Damage.
Brookpiece House (On	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around

Clearance so nearly Empty)		property, Neighbour Disputes, Assaults and Verbal Altercations.
Browning Tower	Bournville and Cotteridge	ASB; Criminal Damage, Recently Refurbished – to protect the investment.
Coppice House	Tyseley and Hay Mills	ASB
Drews House	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around property, Neighbour Disputes, Assaults and Verbal Altercations.
Essington House	Ward End	ASB; Criminal Damage; Excessive Fires.
Harrison House (Sheltered)	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around property, Neighbour Disputes, Assaults and Verbal Altercations.
Hollypiece House	Tyseley and Hay Mills	ASB
Homemeadow House	Tyseley and Hay Mills	ASB
Inkerman House	Newtown	ASB
Jordan House	Hodge Hill	ASB; Criminal Damage; Recently refurbished with no CCTV.
Kineton House	Billesley	Sheltered; ASB; Recently refurbished with no CCTV.
Loweswater House	Kings Norton South	ASB; Criminal Damage; Excessive Fires. Recently refurbished with no CCTV.
Middlefield House	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around property, Neighbour Disputes, Assaults and Verbal Altercations.
Moor House	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around property, Neighbour Disputes, Assaults and Verbal Altercations.
Parker House	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around property, Neighbour Disputes, Assaults and Verbal Altercations.
Pleck House	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around



		property, Neighbour Disputes, Assaults and Verbal Altercations.
Sandhurst House	Kings Norton South	ASB; Criminal Damage; Recently refurbished with no CCTV.
Shelley Tower	Bournville and Cotteridge	ASB; Criminal Damage; Recently refurbished with no CCTV.
Topfield House	Druids Heath and Monyhull	ASB, Criminal Damage, Excessive Fires, Drug Taking, Youths Hanging around property, Neighbour Disputes, Assaults and Verbal Altercations.
Waltham House	Kings Norton South	ASB; Criminal Damage; Recently refurbished with no CCTV.
Wyrley House	Stockland Green	ASB

4.10 For the pilot programme, data has been analysed and ranked via Power BI to develop a rating system for wards and estates of most concern, in order to ensure that the CCTV programme is targeted at those areas of most concern to tenants.

This data has also been supported with the use of local intelligence from Housing Management to arrive at the target blocks set out at section [Figure 4](#) sets out the blocks that are of most concern and have been selected for the pilot. Data across these blocks was obtained from Power BI, measuring data for the three years from 1<sup>st</sup> January 2021 to March 2024.

**Figure 4 - Priority Hot Spot Blocks with ASB**

Block Name	Post Code	Number of Floors	ASB Cases
Bakeman House	B26 1AA	11	54
Barrow House	B16 9AH	9	12
Brookpiece House	B14 5TB	13	24
Browning Tower	B31 2HE	12	13
Coppice House	B27 7TA	12	10
Drews House	B14 5PQ	13	17
Essington House	B8 2SU	15	16
Harrison House	B14 5LQ	13	1
Hollypiece House	B27 7TB	12	13
Homemeadow	B27 7TD	12	6
Inkerman House	B19 2SG	15	9
Jordan House	B36 8PH	13	16
Kineton House	B13 0RB	6	5
Loweswater	B38 0BA	8	9
Middlefield House	B14 5LG	13	9
Moor House	B14 5QF	13	9

Parker House	B14 5LJ	13	6
Pleck House	B14 5PU	13	10
Sandhurst	B38 0AZ	8	16
Shelley Tower	B31 2HB	12	9
Topfield House	B14 5QU	13	12
Waltham House	B38 0AY	8	17
Wyrley House	B31 2HB	13	15

4.11 Figure 5 below focusses on complaints relating to crime in the same 15 blocks. Data across the 20 blocks was obtained from Power BI filtering to dates 1<sup>st</sup> January 2021 to 1<sup>st</sup> March 2024.

**Figure 5 - Priority Hot Spot Blocks with Crime.**

Block Name	Post Code	Criminal Damage Cases
Bakeman House	B26 1AA	7
Barrow House	B16 9AH	6
Brookpiece House	B14 5TB	14
Browning Tower	B31 2HE	43
Coppice House	B27 7TA	8
Drews House	B14 5PQ	14
Essington House	B8 2SU	6
Harrison House	B14 5LQ	2
Hollypiece House	B27 7TB	1
Homemeadow House	B27 7TD	4
Inkerman House	B19 2SG	6
Jordan House	B36 8PH	8
Kineton House	B13 0RB	6
Loweswater	B38 0BA	3
Middlefield House	B14 5LG	4
Moor House	B14 5QF	4
Parker House	B14 5LJ	19
Pleck House	B14 5PU	21
Sandhurst House	B38 0AZ	6
Shelley Tower	B31 2HB	6
Topfield House	B14 5QU	12
Waltham House	B38 0AY	6
Wyrley House	B31 2HB	10

4.12 Data has also been analysed relating to blocks where there are multiple repair requests for communal areas. Often these repairs relate to criminal damage, particularly the vandalism of communal lights and damage to communal doors, or the removal of repeated graffiti. The perception of some tenants that high-rise

blocks are not safe is supported by, for instance, more than 40 visits to repair damaged communal lighting within one block in the last six months.

- 4.13 The geographical spread of the identified blocks does not include the city as a whole; whilst there is an aspiration to install CCTV in as wide a sample as possible for the pilot programme, the selection of the blocks identified as part of the pilot programme has been driven by the available data and intelligence. This has resulted in the identified blocks being located throughout the city however not all wards and geographical areas are covered by the pilot programme given the parameters for the selection of blocks based on intelligence and data.
- 4.14 The minimum proposals under the CCTV pilot are for the installation of external cameras to the front and rear of the blocks, with internal cameras on the ground floor covering communal areas and in lifts. This is a typical approach to avoid ASB in and around communal areas and mirrors the CCTV installation within blocks as part of the Capital Works programme.
- 4.15 The Council's Community Safety Partnership Team have 11 deployable cameras for 12 weeks at a time with a possibility to an extension to assist with ASB and crime in Birmingham where the need arises. The City Housing Directorate will have access to these 11 cameras should they require them. Additionally, Waste Management and Environmental Health teams also have deployable cameras. Outside of the City Operations Directorate, City Housing also own some static cameras.
- 4.16 The council are seeking to secure a specialist contractor to provide CCTV equipment, the cabling, and a fibre optic link as part of one package. There is an option to put all the data on one line to avoid cost implications linking cameras back to the central location within one team, the Resilience Team managed within the City Operations directorate. The staff situated at this central control room will collaborate closely with the police, providing intelligence used in the detection and prevention of crime and disorder, helping to inform and direct officers on the ground and providing video evidence usable in court.
- 4.17 The Council will allow sufficient time to execute a procurement exercise prior to implementation. This will include tender, evaluation, and award of the contract to secure the most economically advantageous tender as well as mobilisation of the successful contractor.
- 4.18 By providing the CCTV pilot programme in this way, the City Housing directorate is aligning to the Council's Improvement and Recovery Plan (IRP) in seeking to consolidate the service within the wider Council and deliver efficiencies via utilising only one fibre-optic line to stream data to the central location. It is anticipated that by recording CCTV images centrally via this team, there may be a deliverable cost saving in the overall installation cost for CCTV (currently budgeted at c£24,000 per block) as there may be an opportunity to limit the hardware needed to support the installation. This is subject to a feasibility study on a block-by-block basis.

## 5 Monitoring and Evaluation

- 5.1 CCTV cameras will be monitored from the Council's central location, managed under the Resilience Team as part of the City Operations directorate. CCTV feeds can be reviewed in real time and there is additionally the capability to download the images to share as evidence with West Midlands Police where crime and ASB is identified or where data is requested for these purposes.
- 5.2 The Council's Community Safety Team have the overall responsibility for managing the existing CCTV system and the data recorded. Staff situated in the central control room collaborate closely with police, providing intelligence used in the prevention and detection of crime, and helping to inform officers on the ground of any potential issues.
- 5.3 As part of the CCTV pilot, the Council will produce a report setting out the impact of CCTV on crime and ASB in known hot spots, and the overall effectiveness of the programme in deterring and reducing crime and ASB. We will also measure and report on the effectiveness of the programme in changing the perception of tenants where CCTV has been installed to assess whether this has a tangible impact on tenant feeling safe.
- 5.4 It will also be possible to measure any improvement in tenant perception via Tenant Satisfaction Surveys, although this impact may be more difficult to evaluate given the limited initial scope of the pilot. The effectiveness of the CCTV programme will also be measured based on whether the installation has led to any successful arrests or prosecutions for crime or ASB within the relevant high-rise blocks.
- 5.5 The report will consider the overall effectiveness of the CCTV programme and inform future decisions around the widening of the scope to other high-rise blocks and estates based on supporting data evidencing need. The programme will be subject to regular and robust review to ensure that it is delivering on the overarching objectives of preventing and reducing crime and ASB and delivering effective reassurance to our tenants. Data to inform the report will be taken from the Council's Power BI system and intelligence from the relevant Housing Management Heads of Service.

## 6 Risk Management

- 6.1 There are some risks associated with this proposal:
- 6.1.1 **Cost** – the installation, monitoring and management of the CCTV pilot is not without cost. Ordinarily, these costs would be incorporated into service charges, due to the additional service provided.
- 6.1.2 We are acutely aware of the difficulties that many of our tenants and leaseholders face, particularly given the ongoing cost of living crisis and the implications of the Council's budget proposals with increases to rents and Council Tax, and a review of existing service charges.

- 6.1.3 It is proposed that for the initial 12-month implementation period and a further three-month evaluation period following completion of the pilot programme, this cost is absorbed by the Council via the HRA, and that tenants in the relevant blocks are not asked to fund any additional costs relating to the revenue element of the CCTV installation programme. This will allow sufficient time for the effectiveness of CCTV to be measured, and for any corresponding improvement in tenant perception to be assessed. The CCTV equipment will be supplied with a warranty for the 12-month implementation period and the Council will not be liable for maintenance costs during this period. However, the council will be liable for any cost relating to damaged cameras. This cost will be covered by the HRA; the risk will be mitigated by all cameras being fitted with appropriate anti-vandal cages/covers to minimise the potential for damage.
- 6.1.4 For the CCTV to be able to provide images of the correct clarity, and for the system to be compatible with the Council's existing CCTV service, there will be a need to transmit images via fibre-optic cables. Where there is not an existing fibre-optic installation at a block, there will be an additional cost for this installation; based on the available data this cost is likely to be in the region of £12k per block over a three-year period (equivalent to £333.33 per month per block). This cost would be rechargeable under a service charge in usual circumstances. As part of the contract negotiation process, the Council will seek to ensure that an appropriate break clause is included to allow the termination of the contract at the end of the pilot period.
- 6.1.5 Any future decisions to then recoup the costs of CCTV services via service charges will then be supported by appropriate evidence and consultation. It is proposed that the pilot programme runs for a full 12 months in order to provide sufficient data for evaluation of success, with a following three-month period to allow appropriate time for evaluation and consultation with residents and a final report to Cabinet on the effectiveness of the pilot programme before any further decisions are taken. Any decision to proceed with the CCTV programme and the introduction of a service charge to cover the ongoing implementation costs will be considered as part of the wider service charge review being undertaken within Housing Management and consultation with tenants and leaseholders where appropriate.
- 6.1.6 **Resource** – monitoring of the CCTV will require resource in order to be effective. The current proposal is for the CCTV pilot to be managed centrally via the existing central location. The current proposal in relation to staffing is that the Council will fund, via the HRA budget and for the pilot period, the salary of one officer based at the central location. An agreement is in place to this effect, with cover for this officer being provided within the existing team. Dependent on the success of the pilot programme

and the growth of the CCTV programme via Capital works investment, further additional resources may be required in future.

- 6.1.7 This risk will be managed by any associated costs being met from the HRA budget in the first instance, with any future expenditure after the completion of the pilot programme funded via service charges.
- 6.1.8 Following the completion of the pilot programme and evaluation period, the Council will retain ownership of the assets (CCTV cameras etc) irrespective of any decision taken. In the event that the pilot programme is discontinued, the assets will be used for alternative purposes (such as to support the refurbishment of the existing high-rise portfolio and protect future investment or for purposes identified by the Community Safety Team).
- 6.1.9 **Effectiveness** – there is a risk that the installation of CCTV will not be effective in preventing or reducing crime and ASB. The perceived correlation between the absence of CCTV and levels of crime and ASB within high-rise blocks are however a primary concern for tenants.
- 6.1.10 There is limited mitigation against this risk, and it is proposed that by conducting a pilot programme in the first instance the Council will be able to evaluate the effectiveness of CCTV within high-rise blocks without the significant financial commitment that installation of CCTV across the portfolio would require.
- 6.1.11 **GDPR** – the Council is required to comply with the relevant legislation in relation to CCTV and to ensure that the risk of potential GDPR breaches is managed.
- 6.1.12 In mitigation, the Council will carry out a full Data Protection Impact Assessment (DPIA) to assess the likelihood and severity of any impact on individuals. The Council will also ensure compliance with any other relevant legislation such as the Surveillance Cameras Code of Practice and the Passport to Compliance.

## **7 Compliance Issues:**

### **7.1 Legal Implications**

- 7.1.1 The Council operates a Code of Practice that is modelled on the Home Office Amended Surveillance Camera Code of Practice. This covers all aspects of CCTV operation including the operator's use of the cameras and gives due regard to privacy concerns, given that the majority of the Council's current CCTV network is located within residential areas.
- 7.1.2 This covers all aspects of CCTV operation including the operator's use of the cameras and gives due regard to privacy concerns, given that the majority of the Council's current CCTV network is located within residential areas.

- 7.1.3 The Code of Practice further ensures that any CCTV installation will be compliant with Data Protection and Human Rights legislation, the Protection of Freedoms Act and the Freedom of Information and Regulatory Powers Act.
- 7.1.4 The Council carries out an assessment under the Data Protection Impact Act (DPIA) prior to the installation of any new CCTV scheme, having due regard to the nature and scope of the surveillance activities and their potential to interfere with the privacy rights of citizens.
- DPIA assessments will be embedded into any future activities relating to the installation or expansion of existing CCTV schemes.
- 7.1.5 Where CCTV is installed within high-rise blocks this will be done in a way that is compliant with the Surveillance Cameras Code of Practice and the Passport to Compliance.
- 7.1.6 All DPIA assessments and the Passport to Compliance will be approved by the Head of Technology Practice Corporate Information Management.
- 7.1.7 Under the general power of competence under Section 1 of the Localism Act 2011, the Council has the power to enter into the arrangements set out in this report.

## **7.2 Financial Implications**

- 7.2.1 There will be no direct impact on tenants and leaseholders in the 12-month pilot period, as it is proposed that the first-year costs are absorbed via the HRA budget.
- This decision has been taken in recognition of the current cost of living crisis and the impact on tenants of funding increased service charges at a time where rents and Council Tax are also rising.
- 7.2.2 This pilot proposes to take circa £500k from the HRA capital budget as a one-off cost, which would not be rechargeable to tenants, and £120k a year to implement, monitor and manage CCTV within the listed wards as a pilot, with further roll out based on the outcomes of the pilot. These costs are based on an installation cost of £24k for the current scheme at Bakeman House, with £12k over the following three years for internet usage. There will also be a cost of £56k to fund the on-cost of a G4 officer to monitor the CCTV installation at the Council's central location. The £120k implementation costs would be recoupable under service charge but will be absorbed by the HRA during the pilot.
- 7.2.3 The projected total internet costs for all 15 blocks within the pilot is £60k per annum. Whilst this report requests approval for the full funding of £120k for the implementation costs ahead of the pilot programme, given the number of blocks included in the pilot and the need to stagger the

installations, this full cost may not be committed within the 12-month period although it is anticipated that the implementation plan will move at pace following approval.

- 7.2.4 Installation and maintenance will be a new capital project funded from the HRA. Whilst the cost is significant, it is an existing cost within the HRA and therefore does not seek to expand this in any way. The total budget for the CCTV programme approved by Spend Control Board was for £4m and the pilot costs, inclusive of both the capital and revenue elements, are not anticipated to exceed £620k.
- 7.2.5 The CCTV pilot programme offers a value for money approach to rising crime, ASB and tenant dissatisfaction through preventative measures which are beneficial to tenants and neighbourhoods, and which reduces the costs of reactive measures such as repeated repairs and maintenance where there are high levels of vandalism and criminal damage.
- 7.2.6 Whilst there is significant initial outlay in installing CCTV cameras, it is anticipated that through appropriate maintenance the system will be robust and require minimal upgrading or replacement for several years. At the conclusion of the pilot programme and the evaluation period, a decision will be taken regarding the continuation and further roll-out of the CCTV programme across the high-rise portfolio. The full service charge costing will be informed by the data provided by the pilot programme and this will then be included in the wider Service Charge review programme for tenants and leaseholders, with appropriate consultation in line with this review. The service charge element will not be covered by Housing Benefit/Universal Credit and due consideration will be given to the likely cost implications for tenants and leaseholders as part of the review of service charges and any decision to continue the CCTV pilot programme will give due consideration to the affordability of the provision for tenants and leaseholders.
- 7.2.7 The number of tenancies affected by the pilot programme (assuming full occupation of each block) is 1168. The indicative cost of the implementation per unit would therefore be £102.74 per annum per unit, or £1.97 per week levied via the service charge. This cost would be applicable to both tenants and leaseholders.

### **7.3 Procurement Implications**

- 7.3.1 The Council will comply with its Procurement and Contract Governance Rules (PCGR) and the Public Contract Regulations 2015 (PCR 2015) or the Procurement Act 2023 if the timing is such that the project is caught by those new regulations in sourcing the CCTV solution.

### **7.4 Public Sector Equality Duty**



- 7.4.1 The Council is mindful of the need for an evidence-based approach to the selection of high-rise blocks and neighbourhoods for the pilot programme. Whilst the installation of CCTV in some high-rise blocks but not others will disproportionately benefit those tenants and leaseholders residing in blocks where CCTV is to be installed.
- 7.4.2 This selection has been based on the available intelligence and data relating to the prevalence of crime and ASB within those blocks and not on any considerations relating to protected characteristics.
- 7.4.3 It can also be argued that by selecting those hot spot areas where crime and ASB are highest, this programme will benefit those tenants with or without relevant protected characteristics who have been subjected to above-average levels of crime and ASB during their tenancies.
- 7.4.4 A full Equality Impact Assessment will be completed in support of the CCTV pilot programme.

## **8 Consultation**

8.1 This report has been informed by the following data and feedback from residents:

- City Housing Liaison Board
- TSMs (tenant perception surveys)
- Complaints
- Resident focus groups
- Meet the Ombudsman event (August 2023)
- Tenant talks (quarterly events)
- Anti-social behaviour reports

## **9 Background Documents**

- 2022-25 Digital Strategy and the Digital Inclusion Strategy and Action Plan (Nov. 21).
- Central Birmingham 2040 Strategy.
- Asset Management Strategy 2024-2029
- Housing Revenue Account Business Plan & 2024/2025 Rent Setting Report
- Our Future City Plan.
- Birmingham City Council Levelling Up Strategy.
- Health & Wellbeing Strategy.
- Decent Homes Standard.
- Housing Strategy 2023-2028.
- Levelling Up Strategy - Central Government.
- Corporate Plan.
- Consumer Standards 2017.
- Fire Safety Act (2021).

- Building Safety Act 2022.
- Independent Review of Building Safety and Fire Regulations (2018)
- Rent Standard.
- Improvement and Recovery Plan 2024

## **10. Appendices**

Equality Impact Assessment