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# CCTV Fact Sheet

## **Are there CCTV cameras on Westminster Council housing estates?**

Yes – housing services has installed CCTV (Closed Circuit Television) cameras in various locations across our housing estates to help prevent and detect crime and disorder, as well as reduce the fear of crime. Cameras on our estates are not actively monitored as we have no control room. In all locations, signs are displayed notifying you that CCTV is in operation and the notices also provide details of who to contact for further information.

## **Can residents ask for additional cameras?**

The housing service has a small number of re-deployable cameras to move to hot spots as they arise. We have a strict process to review such moves but will take into account any concerns raised by residents.

New schemes may be considered – but any proposal will need to be approved by our Governance Group.

We will always explore other options to deter antisocial behaviour in the location.

## **Are the cameras fixed or mobile?**

The majority of these cameras are fixed. However, we also have a stock of re-deployable or ‘mobile’ cameras which are moved to ‘hot spot’ locations on a temporary basis when required.

Before re-deploying a camera we ensure that we have sufficient evidence to meet the need. This is called a ‘test of appropriateness’.

## **Do the cameras record sound?**

No.

## **How long are images stored?**

Any images recorded through CCTV are stored on the system for a minimum of 30 days after which they are securely deleted.

## **Does the council share images with third parties?**

Yes – we may lawfully share CCTV recordings with, for example, the police to assist with providing evidence in criminal proceedings. In such cases we ask the police for a specific time frame (usually two hours) when the incident occurred in order to facilitate the disclosure. You can find out more about the fair processing notice at [www.westminster.gov.uk/fair-processing-notice](http://www.westminster.gov.uk/fair-processing-notice)

## **Can residents request footage?**

A resident can only request footage if they believe they have been captured. Residents can make this type of request in a subject access request to [foi@westminster.gov.uk](mailto:foi@westminster.gov.uk)

You will need to provide a 2 hour time frame, location and date.

## **My car has been vandalised. Can you give me the footage?**

No – requests for images of vehicles cannot be provided to residents. We can only consider requests in these circumstances from partners such as the police if they request footage as part of a criminal investigation.

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## Can residents install their own CCTV cameras?

Residents must obtain permission from Westminster City Council to install CCTV cameras. This includes installations of video doorbells such as “Ring” doorbells fitted on front doors. Permission is only granted if there is justification or evidence that the camera is needed to address a safety or security concern of the resident applying, and the council agrees that the installation is necessary for these reasons.

We also ask anyone applying to install their own camera to provide satisfactory details of how they will limit and justify any potential intrusion to others through the positioning of it.

For more information please contact us on [0800 358 3783](tel:08003583783) (freephone) or [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)

If you have experienced a burglary in the last 12 months you might be able to get help from the council through the safe and secure grant. You can find more information on this at [www.westminster.gov.uk/housing/housing-adaptations-grants-and-assistance/safe-and-secure-grant](http://www.westminster.gov.uk/housing/housing-adaptations-grants-and-assistance/safe-and-secure-grant)

## Who has access to the cameras at the Council?

Only designated staff and contractors specifically authorised for this purpose.

## Are there any cameras in lifts?

We have installed cameras in lifts and are continuing to install more on a rolling programme, signage is displayed where there is a camera in a lift.

## Can a camera be installed to view a specific property?

No - directed surveillance is not permitted.

## How can i report a camera that is in need of repair?

You can report this to: [0800 358 3783](tel:08003583783) or at [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)

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**To find out more or if you have any questions about CCTV and security, please contact housing services on [0800 358 3783](tel:08003583783) (freephone) or [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)**

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For more information on Anti-social Behaviour (ASB), please view our ASB factsheet here: [ASB\\_Factsheet.pdf \(westminster.gov.uk\)](#), alternatively you can ask for a printed copy at your local area service centre.

