

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> ALL
<b>REPORT TITLE</b> Housing CCTV Upgrade programme	
<b>REPORT OF</b> Director of Development	
<b>FOR SUBMISSION TO</b> Culture and Environment Scrutiny Committee	<b>DATE</b> 10 March 2026
<b>SUMMARY OF REPORT</b>  The report provides the Committee with an update on the Progress of the Housing CCTV upgrade program and how wider CCTV assets within the public realm inter-link.	
<b>Local Government Act 1972 – Access to Information</b>  The following documents have been used in the preparation of this report:  No documents that require listing have been used in the preparation of this report  <b>Contact Officer:</b> Steve Harris Head of Facilities Management  Tel: 020 7974 5300 Email: Steve.Harris@camden.gov.uk	
<b>RECOMMENDATIONS:</b>  The Committee is requested to note the contents of this report	
<b>Signed by</b>   Oliver Jones Director of Recreation and Public Safety  Date: 23 <sup>rd</sup> February 2026	

## 1. Purpose of the Report

- 1.1. This report provides a comprehensive update on the CCTV Housing Upgrade Project, the wider CCTV strategy across the Borough, and how public realm and corporate CCTV systems interlink, at the request of the Culture and Environment Scrutiny Committee.

## 2. Background

- 2.1 Fifty-four estates were identified as having CCTV coverage, either fully or partially. In some instances, estates with multiple blocks had CCTV installed on all blocks, while others had coverage only on selected blocks. This pattern of partial installation has been in place for many years and reflects historic construction and implementation practices. However, the inconsistent coverage has led to difficulties in identifying which estates have comprehensive CCTV systems.
- 2.2 The upgrade programme aims to eliminate partial CCTV coverage wherever technically feasible. One notable exception is Ossulton Estate, which remains the only estate to date where a partial upgrade was necessary due to specific constraints. To achieve full coverage across the estate, CCTV installation is required at Chamberlain House, Hadstock House, and Levita House. Completing this work will require significant investment beyond the scope of the current programme.

## 3. Progress on Upgrades

### 3.1 Upgrades have been completed across 54 Estates:

- 37 estates (68%) have been fully upgraded.
- 6 estates (11%) are currently undergoing works to complete upgrade.
- 2 estates (4%) are scheduled to begin works shortly.
- 9 estates (17%) have not yet commenced upgrade works.

- 3.2 **Camera Installation Progress** - At the start of the upgrade programme, the Council had a total of **615** 'known' CCTV cameras installed across the estates. To date, the programme has successfully installed **536 cameras**, representing **87%** of the original total. The programme is on track to exceed the initial number of 615 cameras, with the current shortfall standing at just **79** cameras. It is estimated a total of **900** (46% increase on initial camera volume and subject to change +/-) cameras will be installed by project completion.

### 3.3 Predicted Increase in Camera Installations

The anticipated increase in the number of CCTV cameras installed is due to:

- Conversion from partial to full coverage on estates that previously had limited surveillance.
- Identification of additional areas within estates that now require CCTV coverage to meet operational and safety needs.

### 3.4 Benefits of the Programme

- High-definition day/night image capture for improved visibility and evidence gathering.
- Live monitoring, playback, and footage downloads available across all estates via the council's CCTV control system.
- Significant reduction in faults, improving overall system reliability.
- Faster fault reporting and resolution, minimising downtime.
- Stable, reliable, and consistent service delivery across all upgraded sites.
- Enhanced value for money for the Council, residents, and stakeholders.
- More effective fault management due to significantly lower fault volumes.
- Comprehensive CCTV asset database, supporting better oversight and planning.
- Accurate and transparent recharging for both the Council and residents.
- A greater sense of safety and security.
- Dedicated CCTV sole purpose wireless network across the borough.

### 3.5 Sheltered Housing CCTV Coverage

Sheltered housing forms part of the council's wider housing asset portfolio, and all units currently have some level of CCTV coverage. A total of **12** sheltered housing units, comprising **88** 'known' cameras, have been identified. In several cases, these units are integrated with adjacent housing estates, sharing legacy CCTV systems and network infrastructure.

- 3.6 Where such integration exists, the sheltered unit must also be upgraded as part of the estate's CCTV programme. Separating the systems would result in the sheltered unit losing CCTV coverage. To date, two units - **Clyde Court** and **Kingsgate Road**, have benefitted from this integrated upgrade approach. Additional units, such as **Denton Tower**, have also been identified for similar treatment.
- 2 sheltered housing units (16%) have been upgraded so far.
  - 12 cameras (13%) have been upgraded across these units.
  - Not all sheltered housing units will be upgraded under the current programme dependant on their infrastructure configuration.

### 3.7 Challenges Contributing to Delays

The upgrade programme commenced 2022 and has experienced several delays **Bourne Estate** upgrade works have commenced on selected blocks, **Dobson Court**, and **Equiano**. However, building works are preventing full completion of the estate until **2026**. The blocks currently experiencing delays include:

- Ledam House
- Skipwith House
- Denys House
- Frewell House
- Scrope House

- 3.8 Chalcots Estate, CCTV Project Team continues to work closely with building contractors to ensure that the CCTV infrastructure aligns with the cladding upgrade works, enabling a coordinated and efficient installation process.

- 3.9 Since the start of the project in April 2022, the programme has encountered several challenges that have contributed to delays in progression, including:
- **Restricted access to residents' rear gardens** required for cabling routes.
  - **Upgrades to electrical intake cupboards** to meet installation requirements.

- **Extensive infrastructure works**, often complicated by unknown or undocumented duct routes.
- **Ongoing estate building works** interfering with installation schedules.
- **Locked areas with no available keys**, including unidentified cupboards and rooms requiring access.
- **Obstruction from parked vehicles in bays**, with no traffic management orders in place to enforce removal.
- **Removal of trees and shrubs** to clear lines of sight paths for WIFI transmissions.
- **Planning permission requirements for antenna installations**, particularly in conservation areas.

### 3.10 Additions to the Programme

The programme is rapidly approaching full budget utilisation, and as such, there is very limited scope to include any further estates within the current phase. To complete outstanding works and accommodate any additional requirements, further funding will be necessary once the allocated budget is fully absorbed. The team is actively working with Finance to closely monitor demand and budget performance to ensure effective planning and delivery.

### 3.11 Data Analysis Pre and Post Upgrade

We are currently working on compiling and analysing statistical data to evidence the impact of the CCTV upgrade programme. This includes comparing figures **before, during, and after** the upgrade, with the aim of determining whether there has been a measurable **reduction** in Responsive Security proactive patrols, resident callouts, requests from Community Safety, Housing and Police relating to anti-social behaviour and crime on estates.

3.12 The analysis will help assess whether CCTV has contributed to a broader reduction in security interventions. It is important to note that CCTV is only one component of the council's wider security strategy, and findings will reflect its role within a multi-layered approach to safety and incident response.

## 4. Housing CCTV assets within the wider CCTV portfolio

4.1 Total Council CCTV Cameras: 1,862 and increasing comprised of:

- **Housing CCTV Contribution:**
  - Total Housing Cameras: 882 (47% of all Council CCTV assets)
  - Upgraded Housing Cameras: 586 (31%)
  - Old Housing Cameras (Pending Upgrade): 296 (16%)
- **Other CCTV Categories:**
  - **Public Realm CCTV:** Located on borough highways; used for public safety, traffic, and parking enforcement.
  - **Corporate CCTV:** Installed in council offices (e.g., 5PS, Town Hall).

4.2 Culture and Environment Facilities Management are responsible for CCTV assets in addition to CCTV data, governance and CCTV policy.

- **Redeployable CCTV:**

- 21 cameras currently deployed, mainly on housing estates; managed by Community Safety in collaboration with Facilities Management.
- **Monitoring Infrastructure:**
  - Most cameras are viewable 24/7/365 via the CCTV Control Room, which was refurbished in 2020 to meet these operational demands.

## 5. Comments of the Director of Finance

- 5.1 In financial year 2018/19, District Management Committees raised a request for significantly more CCTV across the housing stock funded by an increased service charge. (Housing Scrutiny Committee Cabinet – Report Housing Revenue Account (HRA) Budget and Rent Review 2018/19 and Medium-Term Financial Strategy (SC/2018/01)). In January 2019 Cabinet (SP/2019/05) agreed that the new CCTV network across the housing stock would be funded from an increased service charge for CCTV levied on all appropriate tenants and leaseholders.
- 5.2 The Estate CCTV capital project budget of £4.43m was set up. Significant part of this budget was funded by HRA borrowing with intention to use the service charge income to repay the debt.
- 5.3 Since 2019 up to end of December 2025, the service spent £4.25m of this budget, with further existing commitments.
- 5.4 To cover existing commitments and further costs required to deliver the works to the estates as set in the original scope, there will be additional capital budget of £1.64m required for the financial year 2026/27. Service is in the process of requesting the additional budget via the appropriate governance.

## 6. Legal Comments of the Borough Solicitor

- 6.1 The use of CCTV is governed primarily by data protection laws, mainly the [Data Protection Act 2018](#) and the UK General Data Protection Regulation, enforced by the Information Commissioner's Office (ICO). These laws require clear justification for recording, transparency (signs), limited capture (no over-recording), controlled access, and processing data lawfully for stated purposes, with specific guidance from the ICO and the Surveillance Camera Commissioner for public-facing systems.

## 7. Environmental Implications

- 7.1 The CCTV upgrade programme has contributed positively to the local environment in several ways:
- Reduced maintenance visits due to fewer faults and improved system reliability, leading to lower vehicle emissions and less disruption on estates.
  - Modern, energy-efficient equipment has replaced older systems, reducing overall power consumption.

- Streamlined infrastructure has minimised the need for invasive works, helping preserve estate landscaping and green spaces.
- Improved planning and coordination with estate works has reduced unnecessary removals of trees and shrubs, with environmental considerations now embedded in installation processes.
- Digital monitoring and remote diagnostics have reduced the need for physical inspections, further lowering the carbon footprint of operations.

## **8. Appendices**

- Appendix 1 Housing upgrade quarterly number of upgraded cameras
- Appendix 2 Overview CCTV housing upgrade project – estates completed by districts