

Woodberry Down

Lessons from 10 years

Summary of Regeneration

- Project originated in 1999
- Original Masterplan approved at September 07
Revised Masterplan October 08
- Largely self-funding regeneration
- 1,980 homes in 2004
- 4460 homes at end of regeneration

Masterplan



What has been successful?

- Integrating additional community space early in regeneration
 - Learning Campus
 - Business Centre
 - Health Centre
 - Community Centre
 - New Youth Club

What has been less successful?

- Complicated procurement system
- Focus of regeneration team on buildings rather than building communities
- Master plan that doesn't appear to provide residents with homes they want
- Length of time regeneration has taken – 10 years of talking

What has been less successful?

- Feeling amongst WDCO that some officers see us as problem rather than partners
- Self funding regeneration is a busted flush and lack of alternative funding option
- Lack of successful models to compare ourselves with
- Homes have had minimal investment
- Leaseholder blight

Hackney Homes CCTV Consultation meeting
Resident Liaison Group
02.7.2009

Wayne Hylton
Estate Safety Manager

Agenda

- Introduction
- Purpose of the meeting
- Hackney Homes CCTV Strategy
- Hackney Homes leaflet
- Timescales
- Questions & Answer sessions

Purpose of the meeting

- Outlining what Hackney Homes is responsible for
- Consultation
- Communicating
- Opportunities to ask question
- Get you involved in the process

CCTV Strategy

- This strategy sets out what we want to achieve between 2008 and 2012. It is intended to clarify the role of Estate CCTV taking particular account of Hackney Homes responsibilities to our residents and the Crime & Disorder Act 1998.
- It is also intended to ensure the co-ordinated management of CCTV on all estates to maximise its role and effectiveness, including with regards to TMOs (Tenant Management Organisations).
- The Estate CCTV strategy fully supports Hackney's corporate strategy, the National CCTV Code of Practice and Hackney's Crime & Disorder Reduction Strategy.



Developing the strategy

■ This strategy was developed in consultation with:

- Clapton Park TMO,
- London Borough of Hackney CCTV Service,
- Lordship Park TMO,
- Metropolitan Police Service (Safer Neighbourhoods Team),
- Suffolk TMO,
- Woodberry Down SRB Board,
- Wyke TMO,
- Residents representatives of those Estates with existing CCTV,
- Property Services,
- Neighbourhood Offices,
- Neighbourhood Relation Managers,
- Estate Environment,
- Estate Safety / Crack Down Team



The Priorities

Hackney Homes' Mission is "To deliver excellent, accessible services and quality homes people want to live in".

The Mayor's priorities that impact upon Estate CCTV are:

A safer, cleaner, greener Hackney. Police and Council enforcement teams aim to deliver a 20% reduction in street crime and tackle anti-social behaviour fairly and effectively across Hackney.



Hackney Homes CCTV mission statement

To reduce ASB, crime and the fear of crime through the identification and monitoring of incidents, alerting the Metropolitan Police Service and producing evidence of anything in the area covered by the cameras that threatens the well being or security of any person or property.



CCTV Objectives

- **To review existing CCTV systems, evaluating effectiveness and Value For Money (VFM) considerations.**
- Estate Safety will commission a review in partnership with the London Borough of Hackney CCTV Steering Group. The study will examine all existing systems on Hackney Homes Estates and comparable systems elsewhere. Objectives are:
 - To identify those systems that are the most effective in reducing ASB, crime and the fear of crime.
 - To identify those systems that are the most cost-effective to maintain.
 - To identify the lifespan of the existing systems – some of which are over 15 years old.
 - To identify best practice for monitoring systems.
 - To identify equipment to be used in future schemes that is compatible with the infrastructure but offers significant advantages in cost and performance.

CCTV Objectives

■ **To increase CCTV coverage where it will assist with reducing crime and anti-social behaviour in places where the public have access.** We will do this by installing long term CCTV in public places where there is a need, and relocatable cameras in places where there is a short-term requirement. Permanent CCTV will only be installed in areas where there is a long term crime problem that CCTV can impact on and that can be linked to features that will not move, such as concentrations of shops, clubs, pubs, transport hubs, educational facilities, or other 'crime magnets'. Relocatable CCTV will be maintained for installation in areas where there are 'transient' needs for CCTV.

■ **To participate in an effective CCTV Steering Group.** We will fully participate in the London Borough of Hackney CCTV Steering Group. This group meets quarterly in order to take an overview of existing and proposed CCTV systems and ensure their operation fully meets the needs of the Crime and Disorder partnership.



CCTV Objectives

The CCTV Steering Group consists of a representative from each of the following:

- Hackney CCTV Team
- The Metropolitan Police
- Hackney Homes
- The Community Safety Team
- LBH Property Services

■ **To ensure TMOs and similar organisations use CCTV effectively for the good management of the Estates.** We will do this by ensuring that proposed systems are scrutinised by the CCTV Steering Group and recommendations made are adopted, that the systems are appropriate, and are managed effectively.



■ **To improve efficiency by taking advantage of any appropriate operational or technical measures available.**

We will do this by liaising with organisations developing innovative technology that enhances operations, and maintaining contact with other organisations to draw on their 'best practices' and incorporate those practises into the Estate CCTV.

■ **To promote the Estate Safety Service to the public and stakeholders.** We will publicise and educate the Public and Partners to change the perception that CCTV is only reactive, and to raise awareness of the beneficial nature of a linked up, monitored, pro-active system.

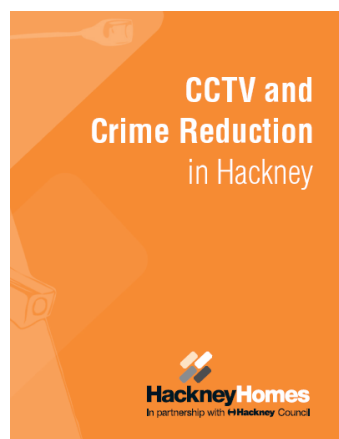


CCTV and crime reduction booklet

■ Hackney Homes has invested significant resources to improve the safety and security of your estates. We have installed a range of improvements including brighter estate lighting, concierge services and secure door entry systems.

■ We are also committed to using technology such as Closed Circuit Television (CCTV) to make your estate safe from the nuisance of anti-social behaviour.

■ This booklet provides information about the use of Closed Circuit Television (CCTV) equipment on Hackney Homes estates and what you as a resident can do to work with us to improve the safety and security on your estates.



About the CCTV scheme

Hackney Homes have invested in high quality CCTV equipment on a number of estates which allows us to easily track and monitor activities on estates.

- **These aim to:**
- Act as a deterrent to criminals on estates
- Assist the police in detecting criminals
- Make residents feel safer on their estates
- Encourage residents



HackneyHomes
In partnership with Hackney Council

What are the benefits of CCTV?

- CCTV cameras and equipment are being used across the country to ensure that crime, theft and vandalism are all substantially reduced. And when crime does occur, CCTV system incident recording can provide valuable evidence, improving the likelihood of a conviction.
- The CCTV equipment in Hackney targets known hot-spots and some of the cameras are linked to a tracking system so that when motion is detected in the field of view, the camera automatically zooms in to look at the activity.
- The cameras can assist in identifying perpetrators of crime and the apprehension of offenders and provide evidence for their prosecution.

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Maintenance and Monitoring

Who maintains the CCTV systems?

- CCTV cameras and equipment are maintained by Hackney Homes.

Who monitors the cameras?

- Hackney Homes have commissioned Hackney Council's CCTV and Emergency Planning Service to monitor the estate CCTV images and produce CCTV evidence as and when required.
- CCTV systems record 24 hours a day. Although images are recorded 24 hours a day, the CCTV Emergency Planning Service Centre cannot monitor all the cameras 24 hours a day. However, if an incident takes place, it is likely to have been recorded.
- Most of the images are monitored at the CCTV Centre which enables the operators to monitor activities on the estates and report any criminal activities quickly to the police. It also allows Hackney Homes to detect fly tipping, graffiti and other damage to properties which can then be quickly fixed.

CCTV Images

- CCTV images are currently stored for an average of 14 days. After this time the images are automatically wiped from the system and new footage replaces it.
- It is important that you report any incidents to the police quickly to ensure any CCTV evidence can assist.

How to report an incident

- If you witness any suspicious activity or are the victim of crime yourself, you should report it to the police immediately. If it is a serious crime call 999, otherwise contact your local police station.
- If there is a CCTV camera nearby make sure you mention this to the police. If you can, give the number of the camera or the name of the house or block nearby. You should also provide the time and date of the incident as precisely as you can to help the police and CCTV Service identify the relevant footage.

Reporting Incidents

- When you report an incident to the police they will contact the CCTV Emergency Planning Service to request the footage.

How can I report or request filmed footage?

- If you are a witness or a victim of crime you should contact your local police station immediately.
- Requests for other CCTV enquiries can be made 24 hours a day, 7 days a week on 020 8356 2323.
- Staff who operate CCTV systems have undergone stringent security vetting and access to the system is strictly controlled through the use of an effective password system.

For more information you can contact:

CCTV and Emergency Planning Service,
Stoke Newington Municipal Offices,
184 Stoke Newington Church Street,
London N16 0JR

Phone: 020 8356 2323

Fax: 020 8356 2332



Questions and Answers

Q: Do cameras record all the time?

A: Yes, they record 24 hours a day, 365 days a year

Q: How long are images kept for?

A: Images are kept for an average of 14 days. Please report crime promptly before images are erased from the system.

Q: Can anyone view the pictures?

A: No. Only security staff, police and persons carrying the correct authorisation in accordance with the Data Protection Act can view CCTV screens.



Questions and Answers

Q: Do I have to give my name and address when I report an incident?

A: No. But it is helpful to do so as giving your name and address makes it a genuine report and sets it apart from hoax calls. The information you give is always treated in the strictest confidence and is not disclosed to anyone.

Q: What happens if evidence of crime is found?

A: When the Police request evidence, the CCTV Service produces it for them. The police then can use the evidence in their investigations as proof that the offender committed the offence. Once an incident is caught on camera it is difficult for the suspect to deny the offence.

Questions and Answers

Q: What should I do if there is ongoing anti-social behaviour on my estate?

A: The first thing to do is report it to your local neighbourhood office. They will take all of the details and help investigate your query. It may be that other residents have also contacted the neighbourhood office, and your information will support the case. The neighbourhood office work closely with the police and other agencies and will advise on how the matter will be dealt with. The problem might also be referred to specialist teams including the Hackney Homes Estate Safety Team who deal with drugs, pirate radio and illegal subletting. There are other services on offer as well, including mediation, to deal with anti-social behaviour and neighbour disputes.

Q: How do I request CCTV on my estate or in my area?

A: Hackney Homes is committed to working with residents to increase CCTV coverage where it will assist with reducing crime and anti-social behaviour. On request, we can work with residents and Tenants and Residents Groups to look at (on a case by case basis) how CCTV will be beneficial in an area. A number of options are available including short term relocatable cameras as well as long term permanent CCTV cameras. To request this, you can write to the Hackney Homes Estate Safety Manager, 20 Olympus Square, London E5 8PL.



Any Questions?