
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 may move cameras to hot spots as they arise.

New schemes may be considered, but any proposal will need to be approved by our CCTV Governance Group. We must ensure that we have sufficient evidence to meet the need for a new camera(s) before we do the installation. This is called a 'test of appropriateness'.

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

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

Can residents request footage?

Yes – you can request footage where either you or something proven to belong to you may be recorded.

However, we cannot provide footage to you if it shows any other third party or data identifying someone else.

You can make this type of request by making a "subject access" request to foi@westminster.gov.uk

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

I have had a personal item stolen / vandalised, and I think this is recorded on the estate CCTV. Can you provide the footage to me?

This type of incident is a criminal matter, and we would encourage you to report it to the police on 999 in an emergency, or on 101 / online at www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime giving as much information as possible, including date / time / location of the incident. If the footage is available, we can provide it to the police if they request it as part of their investigation.

As per the advice above we cannot give you any footage showing any other third party.

For example – your car is vandalised in a parking space on one of our estates. You ask for footage. We would normally decline such requests as it would mean either masking out any third-party data / getting consent of third parties

before releasing it. In practice we do not have the resources to do this and would strongly recommend you report the matter to the police or to your insurance company so that they can take up the matter on your behalf.

For more information on requesting footage involving a car please see the council's webpage for more details [here](#).

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

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-grantsand-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

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

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.

