



**CLOSED CIRCUIT TELEVISION  
BRITISH STANDARD 7958  
EVALUATION REPORT  
1<sup>st</sup> January 2024  
to  
31<sup>st</sup> December 2024**

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**BRITISH STANDARD EVALUATION OF WALSALL HOUSING GROUP CCTV SCHEME**

**CONTENTS**

	<b>Page</b>
<b>1. Methodology</b>	<b>3</b>
<b>2. Introduction</b>	<b>4</b>
<b>3. Policy Statement and Scheme Description</b>	<b>5</b>
<b>4. Purpose and Scope of the CCTV Scheme</b>	<b>6</b>
<b>5. Changes in Operation, Management or Policy</b>	<b>9</b>
<b>6. Proposals for the Scheme</b>	<b>10</b>
<b>7. Statistical Analysis and Evaluation</b>	<b>11</b>
<b>8. Conclusion</b>	<b>38</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

## **1 METHODOLOGY**

In order to comply with the requirements of the British Standard BS7958:2019 'Closed Circuit Television (CCTV) Management and Operation – Code of Practice' and the recommendations contained in the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' November 2021 and the Information Commissioner's 'CCTV Code of Practice' October 2014, Walsall Housing Group commissioned Plass Solutions Ltd to conduct an evaluation of their CCTV system.

Whilst the Information Commissioner's CCTV Code of Practice and the Surveillance Camera Code of Practice mention that a review should be undertaken that assesses the effectiveness of the system, British Standards are specific in the criteria required to be covered by such an evaluation. However, the afore-mentioned Codes of Practice agree that the results of the evaluation should be publicly available.

The topics required to be covered by the British Standard are as follows:

- a description of the scheme and the geographical area(s) of operation the schemes policy statement
- the purpose and scope of the scheme
- any changes to the operation or management of the CCTV scheme
- any changes that have been made to the policy
- any proposals to expand or reduce the operation of the scheme
- the aims and objectives for the next 12 months.

The British Standard also requires the following information to be included within the review:

- the number of incidents recorded by the scheme
- the number of incidents reported to the police and where appropriate other bodies
- an assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

As the Walsall Housing Group has achieved accreditation to the above-mentioned British Standard and the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice', the following evaluation will focus on the content of that Standard and Code of Practice as outlined above.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

## **2 INTRODUCTION**

### **Description of the scheme**

The Walsall Housing Group CCTV system consists of a number of cameras that have been installed at strategically positioned locations in the Group's housing stock. Prior to the development of the CCTV Control Room, each high-rise residential block had a stand-alone CCTV system.

The CCTV system is monitored 24 hours 365 days of the year by SIA trained staff. The Management of the system is undertaken by authorized and SIA trained Walsall Housing Group employees. Total number of cameras are 465 (consisting of 434 main system cameras, 6 redeployable cameras and 25 body worn cameras).

### **System Operation**

All CCTV monitoring staff and management personnel have achieved or are in the process of achieving the accredited training required by the Private Security Industry Act 2001. The system is operated and managed in accordance with current legislation and guidance and detailed CCTV Code of Practice and Operational Procedures Manual.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

### **3 POLICY STATEMENT AND SCHEME DESCRIPTION**

#### **Closed Circuit Television**

The scheme initially comprises of cameras located in specific external and internal locations with control, monitoring and recording facilities at the CCTV Control Room. A problem orientated process was utilised to assess the appropriateness of CCTV in the area subject of this evaluation. The cameras have therefore been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report.

#### **Ownership**

The schemes are owned by Walsall Housing Group who is responsible for the management, administration and security of the system. The owners manage the system and ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with the owners of the scheme they may write to:

Walsall Housing Group  
The Walsall Housing Association  
100 Hatherton Street  
Walsall  
WS1 1ST

The above contact point will be available to members of the public during office hours. Enquirers will be provided with the relevant documentation on request.

#### **Policy Statement**

To promote public confidence by developing a safe and secure environment for the benefit of those residing, visiting or using the area.

To inspire public confidence by ensuring that all public area Closed Circuit Television (CCTV) systems which are linked to the Walsall Housing Group CCTV systems are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law-abiding citizens at all times.

## **4 THE PURPOSE AND SCOPE OF THE SCHEME**

### **Purposes of the scheme**

The following are the objectives for which the Walsall Housing Group CCTV system was established:

The following objectives have been established for the Walsall Housing Group CCTV and associated systems:

- a) reducing the fear of crime
- b) deterring and preventing crime
- c) assisting in the maintenance of public order and reducing offences involving vandalism and nuisance
- d) providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- e) protecting property
- f) providing assistance with civil claims
- g) providing assistance with issues relating to public safety and health
- h) providing assistance and reassurance to the public in emergency situations

### **Scope of the scheme**

The cameras have been sited to capture images that are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose(s) for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes.

The scheme will be operated with due regard for the privacy of the individual.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

Before cameras are placed in residential areas the residents in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures.

The system will only be operated by trained and authorised personnel.

An evaluation of the scheme will be made annually and this will be available to the public on request.

Walsall Housing Group and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to the Walsall Housing Group control facility accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfill the purposes of the scheme. The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner, details can be found on the ICO website under registration number Z667510X. The scheme will be managed in accordance with the principles of the Data Protection Act 2018, Human Rights Act 1998 and all other relevant legislation and guidelines including the Surveillance Camera Code of Practice.

Reviews of Data Protection and Legal requirements are undertaken annually.

### **Personnel**

All personnel involved with the monitoring of CCTV have or are in the process of being security screened in accordance with British Standard 7858.

### **Training**

All employees engaged in the monitoring and operation of CCTV have received or are in the process of receiving training to the standards required by the Private Security Industry Act 2001. As a further requirement of the above Act all operators will be licensed by the Security Industry Authority.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

### **Operation of the scheme**

The system is operated in accordance with a recognized Code of Practice and Procedural Manual. The scheme operates within the requirements of the Data Protection Act 2018, Human Rights Act 1998, relevant legislation and guidance.

### **Audit**

As mentioned in the introduction to this report the scheme is required to be independently monitored; this includes a review of the scheme's operation and working practices.

An audit was undertaken on 11<sup>th</sup> November 2024 which considered the following:

- a) the level of attainment of objectives and procedures.

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2024 period. Procedures are governed by the Code of Practice and Procedural Manual. These were reviewed and comply with relevant processes and legislation in particular the Data Protection Act 2018 and Human Rights Act 1998.

- b) random audits of the data log and the release of information

All administrative documentation, which incorporate the release of information and incident reports in connection with this scheme were examined and all appear to be completed in accordance with the Procedural Manual.

- c) the review policy

The review policy is outlined within the Code of Practice. Procedures are reviewed on an ongoing basis in order to comply with procedures and legislation. There has been no change made to the Policy and Code of Practice from the review carried out.

- d) standard of costs for the release or viewing of material

The Information Commissioner states that requests are free of charge to the Data Subject. However, Walsall Housing Group may charge reasonable fees when responding to manifestly unfounded or excessive requests. There have been no Subject Access Requests during 2024.

- e) legislation

At the time of the above audit all legislative requirements appear compliant.



**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**5 CHANGES IN OPERATION, MANAGEMENT OR POLICY**

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- additions and omissions of cameras to the matters which have privacy implications
- additions to permitted uses criteria e.g. purposes of the scheme
- changes in the right of access to personal data, except statutory requirements
- significant legal implications.

Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- additions and omissions of contractors
- additional clarifications, explanations and corrections to the existing code
- additions to the code of practice in order to conform to the requirements of any statutory Acts and changes in criminal legislation

A minor change may be agreed between the manager and the owner of the system.

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained off the whg website or by writing to:

Walsall Housing Group  
The Walsall Housing Association  
100 Hatherton Street  
Walsall  
WS1 1ST

## **Walsall Housing Group CCTV Evaluation Report**

**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**

**British Standard 7958**

---

### **6 PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES**

The Walsall Housing Group CCTV utilises the latest technology in Closed Circuit Television. This is seen as being beneficial to all those who visit, reside and work in the area and in particular to those with special needs.

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area safe environment.

## **7 STATISTICAL ANALYSIS AND EVALUATION**

In order to achieve meaningful evaluation, the CCTV scheme must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators.

### **Contextual Indicators**

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the CCTV are mainly to prevent and detect crime. Indicators will include both British Crime Statistics and Police Recorded statistics for this type of crime.

### **Key Indicators**

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the total crime for the police area. Also included in this category will be the number of incidents recorded by the Walsall Housing Group CCTV Control Room.

### **Support Indicators**

Support Indicators are used to refute or verify the key indicators. The measurements will include the number of media seized by police which contain evidential value.

## **EVALUATION**

### **Contextual Indicators**

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the year starting on 1<sup>st</sup> July and finishing on 30<sup>th</sup> June. The following information has been taken from the ONS website.

The latest figures from the Crime Survey for England and Wales (CSEW) showed that crime against individuals and households has generally decreased over the last 10 years with some notable exceptions, such as sexual assault.

The latest Crime Survey for England and Wales (CSEW) estimated 9.5 million incidents of headline crime (which includes theft, robbery, criminal damage, fraud, computer misuse, and violence with or without injury) in the survey year ending (YE) September 2024. This was 12% higher than last year's survey (8.5 million incidents in YE September 2023), mainly because of a 19% rise in fraud (to around 3.9 million incidents). This was similar to levels of fraud estimated in YE March 2020.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

Experiences of domestic abuse, sexual assault, stalking and harassment among people aged 16 years and over are presented separately in our statistics as prevalence estimates (the proportion of all people who were victims in the previous 12 months). Over the last decade, there has been a gradual decrease in domestic abuse, but an increase in sexual assault. Latest estimates from the CSEW for YE September 2024 showed no statistically significant change in these experiences compared with YE March 2023, except for stalking:

- 4.5% of people aged 16 years and over had experienced domestic abuse in the last year (approximately 2.2 million victims).
- 2.8% (around 1.4 million people) had experienced stalking, a 0.6 percentage point decrease from 3.4% (1.6 million victims).
- 2.2% (approximately 1.0 million people) had experienced sexual assault.
- 9.0% had experienced some form of harassment (around 4.4 million people; this estimate is not comparable with the previous year).

Although police recorded crime does not tend to be a good indicator of general trends in crime, it can give more insight into lower-volume, but higher-harm offences, reported to the police, including those that the survey does not cover or capture well. Data for YE September 2024 showed that:

- The number of homicides decreased by 4% (to 550 offences) compared with YE September 2023 (572 offences).
- Offences involving knives or sharp instruments increased by 4% (to 55,008 offences) compared with YE September 2023 (52,969 offences).
- Offences involving firearms decreased by 17% (to 5,372 offences) compared with YE September 2023 (6,499 offences).
- Robbery increased by 4% (to 82,347 offences) in comparison with YE September 2023 (78,865 offences).
- Shoplifting offences rose by 23% (to 492,914 offences) compared with the previous year (402,220 offences), and is the highest figure since current police recording practices began for the year ending March 2003.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

Since the mid-1990s, the CSEW has shown long-term decreases in violence with and without injury, theft offences and criminal damage. Fraud and computer misuse estimates are only available from year ending (YE) March 2017 onwards. While fraud levels have fluctuated over this time period, there has been a decrease in computer misuse.

The headline CSEW crime measure captures theft offences, robbery, criminal damage, fraud, computer misuse, and violence with or without injury. There were an estimated 9.5 million incidents of CSEW headline crime in YE September 2024, a 12% increase compared with YE September 2023 (8.5 million incidents), mainly because of a 19% rise in fraud (to around 3.9 million incidents).

Providing context from a longer time period, CSEW headline crime remains lower than in the YE March 2017 survey (11.2 million incidents), when fraud and computer misuse were first included.

Police recorded crime covers more offences than the CSEW. It includes crimes against all people (including those aged under 16 years and those not permanently resident in households), businesses and organisations, and society (such as drug and weapons possession), that come to the attention of the police. Trends in police recorded crime are affected by improvements to recording practices and variations in police activity. These effects are more pronounced for some crime types.

In YE September 2024, police recorded 6.7 million crimes, which is the same as in the previous year. This is up from 4 million in YE March 2014. However, while increases over the last decade may include some genuine changes in trends in crimes that are reported to, and recorded by, the police, it will also be because of changes in police activity and recording practices. It therefore should not be used to say that overall crime has increased.

Although police recorded crime does not tend to be a good indicator of general trends in crime, it can give more insight into lower-volume, but higher-harm offences reported to the police, including those that the survey does not cover or capture well. This includes homicide, offences involving weapons, and robbery.

Further information on crime in England and Wales can be found on [www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingseptember2024](https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingseptember2024)

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**West Midlands Police crime and offence statistics**

As previously mentioned, contextual performance indicators are closely related to the background and environment of the particular initiative, it is therefore advantageous to examine the context in which the cameras operate. This will include the total crime for the police area. There is an argument that the number of recorded offences would be reflected in the levels of incidents created by the CCTV operators.

During 2020 the recorded crime had increased by 7.5%. There was an increase in Public Order (+41%), Anti-Social Behaviour (+40%), Violence (+25%), Other Crime (+25%), Weapons (+8%) and Drugs (+3%). Decreases were recorded in Theft from a Person (-33%), Shoplifting (-30%), Burglary (-22%), Robbery (-22%), Other Theft (-21%), Vehicle (-19%), Criminal Damage/Arson (-14%) and Bike Theft (-9%).

During 2021 the recorded crime had increased by 22%. There was an increase in Public Order (+66%), Weapons (+61%), Violence (+49%), Criminal Damage/Arson (+48%), Other Crime (+41%), Drugs (+24%), Other Theft (+7%), Bike Theft (+4%) and Robbery (+1%). Decreases were recorded in Burglary (-19%), Anti-Social Behaviour (-16%), Vehicle (-5%), Theft from a Person (-3%) and Shoplifting (-3%).

During 2022 the recorded crime had increased by 8%. There was an increase in Other Crime (+1043%), Shoplifting (+42%), Drugs (+29%). Public Order (+29%), Violence and Sexual (+19%), Criminal Damage/Arson (+13%), Vehicle (+2%) and Bike Theft (0%). Decreases were recorded in Other Theft (-14%), Weapons (-21%), Burglary (-36%), Robbery (-40%), Anti-Social Behaviour (-66%) and Theft from a Person (-67%).

During 2023 the recorded crime has decreased by 5%. There was an increase in Shoplifting (+45%), Anti-Social Behaviour (+17%), Robbery (+7%). Decreases were recorded in Drugs (-3%), Other Crime (-3%), Weapons (-4%), Burglary (-5%), Other Theft (-5%), Vehicle (-7%), Criminal Damage/Arson (-7%), Violence and Sexual (-9%), Bike Theft (-12%), Theft from a Person (-14%), and Public Order (-24%).

During 2024 the recorded crime has decreased by 6%. There was an increase in Shoplifting (+30%), Anti-Social Behaviour (+16%), Other Crime (+12%), Drugs (+2%). Decreases were recorded in Theft from a Person (-26%), Public Order (-23%), Burglary (-16%), Robbery (-16%), Vehicle (-11%), Bike Theft (-11%), Violence and Sexual (-10%), Other Theft (-10%), Criminal Damage/Arson (-7%) and Weapons (-6%).

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Walsall crime statistics**

The following tables depict the number and type of notifiable offences recorded by the police for the areas which encompass the Walsall Housing Group properties. It should be noted that since the pandemic the way that crime data is recorded on the Police website has changed. For example, bike theft is not specified individually and appears to be included in the 'Other Theft' category. The properties consist of high-rise blocks of flats and Walsall Housing Group offices, including:

- Austin House
- Bamford House
- Barleyfields House
- Carden Pointe
- Cleveland Road
- Hamilton House
- Humphries House
- Jones House
- Keepmoat Development
- Little London House
- Newhall House
- Orlando House
- St Annes Court
- St Giles Court
- Severn House
- Smith House
- Thomas House
- Tyler Gardens
- The Junction
- Whiston House
- Wood House
- Woodall House
- Wessex Court
  
- Newfield Close office
- Hatherton Street office

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Crime Analysis for High Rise Blocks and Walsall Housing Group offices - 2020 to 2024**

**Newhall House, Orlando House and Barleyfields House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	16	9	4	9	12
Bicycle Theft	0	1	0	0	2
Burglary	1	0	5	4	4
Criminal damage	5	4	5	6	3
Drugs	1	1	1	0	0
Other Crime	2	1	2	4	7
Other Theft	6	2	0	4	3
Possession of Weapons	1	0	1	2	0
Public Order	1	4	4	15	6
Robbery	4	0	3	1	0
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	1	1
Vehicle	2	4	7	3	4
Violence and Sexual	51	33	53	34	50
<b>Total</b>	<b>90</b>	<b>59</b>	<b>85</b>	<b>83</b>	<b>92</b>

**Jones House (WS2 8JX)**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	0	4	1	2	22
Bicycle Theft	0	0	0	0	0
Burglary	0	1	2	1	1
Criminal damage	0	8	5	1	3
Drugs	0	3	0	2	1
Other crime	0	2	0	2	2
Other Theft	0	1	1	5	2
Possession of Weapons	2	0	0	1	2
Public Order	0	0	3	0	7
Robbery	0	0	0	0	1
Shoplifting	0	0	0	0	1
Theft from a Person	0	1	0	0	0
Vehicle	0	1	3	1	1
Violence & Sexual	4	16	19	25	42
<b>Total</b>	<b>6</b>	<b>37</b>	<b>34</b>	<b>40</b>	<b>85</b>



**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Smith House and Thomas House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	0	0	0	0	0
Bicycle Theft	0	0	0	0	0
Burglary	0	0	0	0	0
Criminal damage	0	0	0	0	0
Drugs	0	0	0	0	0
Other Crime	0	0	0	0	0
Other Theft	0	0	0	0	0
Possession of Weapons	0	0	0	0	0
Public Order	0	0	0	0	0
Robbery	0	0	0	0	0
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	0	0
Vehicle	0	0	0	0	0
Violence & Sexual	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Austin House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	0	0	0	0	3
Bicycle Theft	0	0	0	0	0
Burglary	0	0	0	0	1
Criminal damage	0	0	0	0	1
Drugs	0	0	0	0	0
Other Crime	0	0	0	0	0
Other Theft	0	0	0	0	0
Possession of Weapons	0	0	0	0	0
Public Order	0	0	0	0	2
Robbery	0	0	0	0	1
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	0	1
Vehicle	0	0	0	0	1
Violence & Sexual	0	0	0	0	10
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Whiston House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	3	0	0	9	5
Bicycle Theft	0	0	0	1	0
Burglary	0	0	0	2	3
Criminal damage	4	5	2	6	6
Drugs	0	0	1	1	3
Other Crime	0	0	0	2	3
Other Theft	0	3	1	0	3
Possession of Weapons	0	0	1	0	0
Public Order	4	3	0	1	0
Robbery	0	0	0	3	0
Shoplifting	5	0	0	0	0
Theft from a Person	2	0	0	0	0
Vehicle	5	0	2	1	5
Violence & Sexual	14	7	13	12	4
<b>Total</b>	<b>37</b>	<b>18</b>	<b>20</b>	<b>38</b>	<b>32</b>

**Wood House and Little London**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	12	1	2	3	4
Bicycle Theft	0	0	0	0	0
Burglary	5	0	4	1	0
Criminal damage	4	3	1	7	0
Drugs	0	2	2	0	1
Other Crime	0	0	2	2	3
Other theft	0	0	2	3	4
Possession of Weapons	1	0	0	0	0
Public Order	5	0	3	1	0
Robbery	0	1	0	1	0
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	0	0
Vehicle	7	0	6	4	4
Violence & Sexual	44	4	15	21	19
<b>Total</b>	<b>78</b>	<b>11</b>	<b>37</b>	<b>43</b>	<b>35</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Bamford House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	5	1	2	0	3
Bicycle Theft	0	0	0	0	0
Burglary	0	0	1	0	0
Criminal damage	3	1	0	0	1
Drugs	0	0	0	0	1
Other Crime	0	0	1	0	1
Other theft	0	1	0	0	5
Possession of Weapons	0	1	0	0	0
Public Order	3	1	1	1	1
Robbery	0	0	1	0	2
Shoplifting	0	0	0	0	1
Theft from a Person	0	0	0	0	0
Vehicle	1	0	3	2	1
Violence & Sexual	6	12	3	11	12
<b>Total</b>	<b>18</b>	<b>17</b>	<b>12</b>	<b>14</b>	<b>28</b>

**Hamilton House and Woodall House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	5	0	2	4	3
Bicycle Theft	0	0	0	0	0
Burglary	4	0	3	2	1
Criminal damage	3	2	7	7	0
Drugs	1	0	0	0	0
Other Crime	0	1	5	3	1
Other Theft	2	0	2	1	4
Possession of Weapons	0	1	0	0	1
Public order	2	1	7	0	0
Robbery	1	0	0	1	1
Shoplifting	0	0	0	2	0
Theft from a Person	0	0	0	0	1
Vehicle	6	6	12	3	1
Violence & Sexual	22	23	30	10	4
<b>Total</b>	<b>46</b>	<b>34</b>	<b>68</b>	<b>33</b>	<b>17</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Severn House and Humphries House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	34	13	10	5	4
Bicycle Theft	0	0	0	0	0
Burglary	11	0	5	3	1
Criminal damage	17	4	15	6	6
Drugs	2	0	2	0	0
Other Crime	3	2	38	9	2
Other theft	6	3	4	4	4
Possession of Weapons	4	1	3	1	1
Public order	19	6	19	9	6
Robbery	4	0	0	1	0
Shoplifting	2	0	0	0	0
Theft from a Person	0	0	0	0	0
Vehicle	13	8	9	1	1
Violence & Sexual	78	35	96	60	35
<b>Total</b>	<b>193</b>	<b>72</b>	<b>201</b>	<b>99</b>	<b>60</b>

**St Giles House and St Annes House**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	6	6	4	2	6
Bicycle Theft	0	0	0	0	0
Burglary	7	2	0	1	1
Criminal damage	3	1	2	7	6
Drugs	0	1	0	0	2
Other Crime	1	1	3	1	5
Other theft	1	0	1	2	3
Possession of Weapons	1	0	1	1	2
Public Order	3	3	3	2	1
Robbery	1	0	2	0	0
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	0	0
Vehicle	3	3	3	2	2
Violence & Sexual	22	6	31	28	13
<b>Total</b>	<b>48</b>	<b>23</b>	<b>50</b>	<b>46</b>	<b>41</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**The Junction**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	10	1	1	1	4
Bike Theft	0	0	0	0	0
Burglary	2	0	2	0	2
Criminal damage	1	0	1	0	0
Drugs	1	0	0	0	0
Other Crime	0	0	2	2	1
Other theft	2	1	0	0	2
Possession of Weapons	2	0	0	0	0
Public Order	1	0	1	0	2
Robbery	2	0	0	0	0
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	0	0
Vehicle	3	1	2	3	5
Violence & Sexual	15	5	14	10	5
<b>Total</b>	<b>39</b>	<b>8</b>	<b>23</b>	<b>16</b>	<b>21</b>

**Tyler Gardens**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	2	5	0	1	2
Bike Theft	0	0	0	0	0
Burglary	5	1	0	0	0
Criminal damage	1	3	4	3	1
Drugs	0	0	0	0	0
Other Crime	1	2	2	2	1
Other theft	0	1	1	0	0
Possession of Weapons	0	0	0	0	1
Public Order	1	1	5	5	1
Robbery	1	0	0	0	1
Shoplifting	0	0	0	0	0
Theft from a Person	0	0	0	0	0
Vehicle	1	0	0	1	2
Violence & Sexual	2	7	29	17	11
<b>Total</b>	<b>14</b>	<b>20</b>	<b>41</b>	<b>29</b>	<b>20</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Wessex Court (commissioned in November 2020)**

Offence	2020	2021	2022	2023	2024
Anti Social Behaviour	18	7	7	2	8
Bike Theft	0	0	0	0	1
Burglary	4	0	2	0	1
Criminal damage	4	1	7	1	3
Drugs	0	0	1	0	1
Other Crime	0	1	20	4	5
Other theft	1	1	0	5	3
Possession of Weapons	2	0	2	0	0
Public Order	8	2	7	2	2
Robbery	1	0	0	1	0
Shoplifting	0	0	0	6	15
Theft from a Person	0	0	0	0	0
Vehicle	7	3	1	2	0
Violence & Sexual	31	16	40	16	14
<b>Total</b>	<b>76</b>	<b>31</b>	<b>87</b>	<b>39</b>	<b>53</b>

**Carden Point (commissioned in May 2023)**

Offence	2023	2024
Anti Social Behaviour	1	1
Bike Theft	1	0
Burglary	0	2
Criminal damage	1	0
Drugs	0	0
Other Crime	0	0
Other theft	0	0
Possession of Weapons	1	0
Public Order	0	2
Robbery	0	0
Shoplifting	0	1
Theft from a Person	0	0
Vehicle	4	3
Violence & Sexual	13	6
<b>Total</b>	<b>21</b>	<b>15</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Cleveland Road (commissioned in May 2023)**

<b>Offence</b>	<b>2023</b>	<b>2024</b>
<b>Anti Social Behaviour</b>	1	0
<b>Bike Theft</b>	0	0
<b>Burglary</b>	1	1
<b>Criminal damage</b>	3	0
<b>Drugs</b>	1	0
<b>Other Crime</b>	0	0
<b>Other theft</b>	0	0
<b>Possession of Weapons</b>	0	0
<b>Public Order</b>	1	1
<b>Robbery</b>	0	0
<b>Shoplifting</b>	0	0
<b>Theft from a Person</b>	0	0
<b>Vehicle</b>	0	0
<b>Violence &amp; Sexual</b>	6	9
<b>Total</b>	<b>13</b>	<b>11</b>

**Keepmoat Development (commissioned in May 2023)**

<b>Offence</b>	<b>2023</b>	<b>2024</b>
<b>Anti Social Behaviour</b>	3	0
<b>Bike Theft</b>	0	0
<b>Burglary</b>	0	3
<b>Criminal damage</b>	5	1
<b>Drugs</b>	1	1
<b>Other Crime</b>	0	1
<b>Other theft</b>	0	0
<b>Possession of Weapons</b>	0	0
<b>Public Order</b>	1	0
<b>Robbery</b>	0	0
<b>Shoplifting</b>	0	0
<b>Theft from a Person</b>	0	0
<b>Vehicle</b>	2	1
<b>Violence &amp; Sexual</b>	6	11
<b>Total</b>	<b>18</b>	<b>18</b>

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

**Hatherton Street office**

<b>Offence</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Anti Social Behaviour</b>	0	0	6	4	2
<b>Bike Theft</b>	0	0	1	1	1
<b>Burglary</b>	1	0	0	4	0
<b>Criminal damage</b>	1	1	3	1	3
<b>Drugs</b>	1	1	0	0	0
<b>Other Crime</b>	0	0	1	0	0
<b>Other Theft</b>	1	0	3	2	0
<b>Possession of Weapons</b>	0	0	1	2	1
<b>Public Order</b>	0	1	7	6	1
<b>Robbery</b>	1	0	2	2	0
<b>Shoplifting</b>	0	0	0	0	0
<b>Theft from a Person</b>	0	0	1	0	0
<b>Vehicle</b>	2	2	1	0	1
<b>Violence &amp; Sexual</b>	2	7	11	3	9
<b>Total</b>	<b>9</b>	<b>12</b>	<b>37</b>	<b>25</b>	<b>18</b>

**Newfield Close office**

<b>Offence</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Anti Social Behaviour</b>	0	0	0	0	0
<b>Bicycle Theft</b>	0	0	0	0	0
<b>Burglary</b>	0	0	0	0	0
<b>Criminal damage</b>	0	0	0	2	0
<b>Drugs</b>	0	0	0	1	0
<b>Other Crime</b>	0	0	0	0	0
<b>Other Theft</b>	0	0	0	5	1
<b>Possession of Weapons</b>	0	0	0	0	1
<b>Public Order</b>	0	0	0	0	1
<b>Robbery</b>	0	0	0	0	0
<b>Shoplifting</b>	0	0	0	0	0
<b>Theft from a Person</b>	0	0	0	0	0
<b>Vehicle</b>	0	0	0	1	2
<b>Violence &amp; Sexual</b>	0	0	0	4	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>7</b>

It should be noted that the blocks of flats are closely located, hence in some cases the same crime statistics apply to two or even three blocks.



**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

During 2024, there were 573 offences recorded in the areas under analysis. The most prominent offence is 'Violence/Sexual' followed by 'Anti-Social Behaviour'.

<b>Offence</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
Anti Social Behaviour	116	48	40	47	79
Bicycle Theft	0	1	1	3	4
Burglary	42	6	27	19	21
Criminal damage	48	33	54	56	34
Drugs	7	8	9	6	10
Other Crime	7	10	80	31	32
Other Theft	22	13	19	31	34
Possession of Weapons	14	3	11	8	9
Public Order	49	24	63	44	33
Robbery	15	1	9	10	6
Shoplifting	12	0	17	8	18
Theft from a Person	3	1	1	1	3
Vehicle	51	28	52	30	34
Violence and Sexual	304	173	362	276	256
<b>Total</b>	<b>690</b>	<b>349</b>	<b>745</b>	<b>570</b>	<b>573</b>

**Incident Reports:**

The number of incidents reported in 2020 was 489. This decreased slightly in 2021 to 457. Due to the major upgrade of the CCTV System that commenced in 2022, the data for 2022 was not available. In 2024 there were 383 incidents reported compared to 213 in 2023.

The following data shows the service requests into the Control Room for the period of 1.1.24 to 31.12.24:

About Choose & Move	1
Damp and Mold	1
Drug Crime	1
Enquiry	137
Equipment Requests	18
Footage Requests	30
Incidents Reported	383
Non-whg Customer	1
Nuisance	1
Property Condition	1
Reactive Service Requests	25
Response	8

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

Response to whg contact	1
Service Request	1
<b>Grand Total</b>	<b>609</b>

### **Camera Usage**

All systems must comply with the Information Commissioners CCTV Code of Practice, which are based on the requirements of the Data Protection Act 2018 and Human Rights Act 1998.

The following extracts are amongst the requirements:

“You should review regularly whether the use of CCTV continues to be justified. You will have to renew your notification yearly, so this would be an appropriate time to consider the ongoing use of CCTV”.

The document further asserts;

...there should be a periodic review (at least annually) of the system’s effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified.

In order to comply with the last requirement, it is necessary to focus on individual camera usage and the following section provides some information which may assist.

In order to comply with the last requirement, it is necessary to focus on individual camera usage and the following section provides some information which may assist.

During the monitoring of an incident, it is normal practice to use a number of cameras and therefore the following analysis will have no resemblance to the actual number of incidents, shown in the previous table. However, it will provide an indication of the usefulness of each camera to the overall system when dealing with incidents. It may reflect, for instance, that the camera forms part of a group of cameras used for tracking purposes.

The following table depicts the number of times each camera has been used during the capture of incidents for the period of 2024. There is a total of 465 cameras installed and monitored by the CCTV Control Room. During 2024, the cameras were used on 516 occasions. This equates to an average of 1 use per camera.

# Walsall Housing Group CCTV Evaluation Report

1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024

British Standard 7958

Taking the above averages for each camera system and using a similar principle to that previously adopted with other Local Authorities, all cameras registering lower than 1 incident, this being half the average for each location, will fall into the category of being 'at risk'.

Location	Camera Number	Camera Usage
Austin House	4101	0
	4102	0
	4103	0
	4104	0
	4105	0
	4106	0
	4107	0
	4108	0
	4160	0
	4161	0
	4162	0
	4163	0
Thomas House	3101	0
	3102	0
	3103	0
	3104	0
	3105	0
	3106	1
	3107	0
	3108	0
	3109	0
	3110	0
	3111	0
	3112	0
	3113	0
	3114	0
	3115	0
	3116	0
	3117	0
	3118	0
	3119	0
	3120	0
	3121	0
	3122	0
	3123	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	3124	0
	3125	0
	3161	0
	3162	0
	3163	3
	3164	0
Smith House	6001	0
	6002	0
	6003	1
	6004	0
	6005	0
	6006	1
	6007	0
	6008	0
	6009	0
	6010	0
	6011	0
	6012	0
	6013	0
	6014	0
	6015	0
	6016	1
	6017	1
	6018	0
	6019	1
	6020	0
	6021	0
	6022	0
	6023	0
	6059	0
	6060	0
	6061	0
	6062	1
	6063	6
	6064	0
Wood House	4701	0
	4702	0
	4703	0
	4703	0
	4704	0
	4705	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	4706	0
	4707	0
	4708	0
	4709	0
	4710	0
	4711	0
	4712	0
	4713	0
	4714	0
	4715	0
	4716	0
	4717	0
	4718	0
	4719	0
	4720	0
	4721	0
	4722	0
	4723	0
	4760	0
	4761	0
	4762	0
	4763	0
	4764	0
Little London House	4801	0
	4802	0
	4803	0
	4804	0
	4805	0
	4806	0
	4807	0
	4808	0
	4809	0
	4810	0
	4811	0
	4812	0
	4813	0
	4814	0
	4815	0
	4816	0
	4817	0
	4818	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	4819	0
	4820	0
	4821	0
	4822	0
	4823	0
	4824	0
	4860	0
	4861	0
	4862	2
	4863	0
	4864	0
Bamford House	3201	0
	3202	0
	3203	0
	3204	0
	3205	0
	3206	0
	3207	0
	3208	0
	3209	0
	3260	0
	3261	0
	3262	1
	3263	0
	3264	0
Jones House	4001	0
	4002	0
	4003	0
	4004	0
	4005	0
	4006	0
	4007	0
	4008	0
	4009	0
	4010	0
	4011	0
	4012	0
	4013	0
	4014	0
	4015	0
	4016	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	4017	0
	4060	0
	4061	61
	4062	0
	4063	0
	4064	0
Whiston House	4301	0
	4302	0
	4303	0
	4304	0
	4305	4
	4306	2
	4307	0
	4308	0
	4309	0
	4310	0
	4311	0
	4312	0
	4313	2
	4314	0
	4315	2
	4316	0
	4317	0
	4318	0
	4319	16
	4360	0
	4361	1
	4362	0
	4363	0
	4364	1
Barleyfield House	4501	0
	4502	0
	4503	0
	4504	0
	4505	0
	4506	0
	4507	0
	4508	0
	4509	0
	4510	0
	4511	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	4512	1
	4513	0
	4560	0
	4561	0
	4562	0
	4563	1
	4564	0
Newhall House	4601	0
	4602	0
	4603	1
	4605	1
	4606	0
	4607	0
	4608	0
	4609	0
	4610	0
	4611	0
	4612	0
	4613	0
	4614	0
	4660	0
	4661	0
	4662	0
	4663	0
	4664	0
Orlando House	4401	0
	4402	1
	4403	0
	4404	0
	4405	4
	4406	0
	4407	0
	4408	0
	4409	0
	4410	0
	4410	0
	4411	0
	4412	4
	4413	0
	4460	0
	4461	1



**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	4462	0
	4463	0
	4464	16
Woodall House	3802	0
	3805	0
	3806	0
	3807	0
	3860	0
	3861	0
	3862	0
	3863	0
Hamilton House	3702	0
	3703	0
	3704	0
	3706	0
	3707	0
	3760	0
	3761	0
	3762	0
	3763	0
	3764	0
Humphries House	3401	0
	3402	7
	3403	1
	3404	0
	3405	0
	3406	1
	3407	0
	3408	0
	3409	1
	3410	0
	3411	0
	3412	0
	3413	1
	3414	1
	3415	0
	3416	2
	3417	0
	3418	0
	3419	0
	3420	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	3421	0
	3422	0
	3423	0
	3424	0
	3425	0
	3460	0
	3461	0
	3462	0
	3463	0
	3464	0
Severn House	3301	0
	3302	0
	3303	0
	3304	0
	3305	0
	3306	0
	3360	0
	3361	0
	3362	0
	3363	0
	3364	0
St Giles Court	5001	0
	5002	0
	5003	0
	5005	0
	5006	0
	5007	0
	5008	0
	5061	0
	5062	0
	5063	0
	5064	0
St Annes Court	5101	0
	5102	0
	5104	0
	5105	0
	5106	0
	5107	0
	5161	0
	5162	0
	5163	0

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

	5164	0
Newfield Close	3901	1
	3902	1
	3961	0
	3962	0
	3963	0
	3964	0
Hatherton Street	3001	0
	3002	0
	3003	0
	3004	0
	3005	0
	3006	0
	3060	0
	3061	0
	3062	0
	3063	1
	3064	1
	3065	0
	3070	0

Using the formulae employed with Local Authorities and other organisations, all the fully functional (pan, tilt, zoom) cameras with less than 1 recorded incidents for 2024, this being half the average. This analysis does not mean that the 'at risk cameras' should automatically be de-commissioned, as further investigation should be made. A formal process is required in order to ensure that all avenues, such as consultation, cost implications etcetera, are undertaken prior to any decisions, as this will avoid problems that have previously been experienced by Local Authorities and other organisations.

Consideration needs to be given as to the purposes of each of the 'at risk' cameras, as whilst the primary purposes may be connected to the prevention and detection of crime and apprehension of suspects, they may also provide additional functions and benefits e.g. car park security, alleviating the fear of crime, traffic flow etc.

Bodyworn video cameras were introduced in December 2018. In 2020, Whg introduced a lockdown strategy as part of the Covid-19 safety measures, which included no entry into high rise blocks for a period of time. This resulted in the number of occasions decreasing to 72 for the period of 2020. In 2021, with some of the restrictions lifted, the number of uses increased to 347. In 2022, the number of uses has increased to 351. In 2023, the number of uses had decreased slightly to 350. In 2024, the number of uses has increased slightly to 355.

**Walsall Housing Group CCTV Evaluation Report**  
**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**  
**British Standard 7958**

---

Redeployable cameras have been used 5 times during the period.

**Viewing and Seizure of evidence**

The viewing and subsequent copying/seizure of recorded images can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. The following were requested and issued:

	<b>Requested Viewings 2020</b>	<b>Requested Viewings 2021</b>	<b>Requested Viewings 2022</b>	<b>Requested Viewings 2023</b>	<b>Requested Viewings 2024</b>
Police	47	29	2	23	23
whg	403	284	0	90	59
Third Party	2	3	2	1	6
Subject Access	0	0	0	0	0
<b>TOTAL</b>	<b>452</b>	<b>316</b>	<b>4</b>	<b>114</b>	<b>88</b>

25 DVDs/CDs were issued as evidence in 2024, compared to 114 in 2023:

	<b>Evidence issued 2020</b>	<b>Evidence issued 2021</b>	<b>Evidence issued 2022</b>	<b>Evidence issued 2023</b>	<b>Evidence issued 2024</b>
Police	29	13	2	23	8
whg	174	174	0	90	15
Third Party	2	0	2	1	2
Subject Access	0	0	0	0	0
<b>TOTAL</b>	<b>205</b>	<b>187</b>	<b>4</b>	<b>114</b>	<b>25</b>

Stills issued: 2740 requests from whg departments have been received, resulting in 1145 stills being issued. These departments include Community Housing Team, Neighbourhood Services, Health & Safety, Insurance & Legal, Electrical Team, Transport Team and Work and Facilities.

There were no requests or releases of footage from BWV devices or redeployable cameras.

There have been no RIPA requests.

## **Walsall Housing Group CCTV Evaluation Report**

**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**

**British Standard 7958**

---

### **Complaints**

A member of the public wishing to make a complaint about the system may do so through Walsall Housing Group's complaint procedure. The complaints procedure is available by writing to:

Walsall Housing Group  
The Walsall Housing Association  
100 Hatherton Street  
Walsall  
WS1 1ST

A complaints procedure has been documented. A record of the number of complaints or enquiries received will be maintained together with an outline of the action taken. During the period of evaluation there have been no recorded complaints concerning the schemes in question.

## **8 CONCLUSION AND RECOMMENDATIONS**

### **Retrieval of Statistics**

The retrieval of crime and offence statistics has proved difficult as analytical resources have been reduced. The statistics have therefore been obtained from the Home Office and the Police websites.

### **The CCTV Scheme**

Whilst it is inadvisable to rely solely on Police statistics to evaluate the effectiveness of CCTV as they are notoriously unreliable due to the complexity of the reporting procedures, it is all that is required to comply with accreditation with the British Standard. More in-depth research would need to be undertaken for a reliable conclusion to be made.

The number of high-rise blocks and Walsall Housing Group offices has not changed and no cameras have been decommissioned. During 2020, 513 incidents were recorded by the operators, increasing to 1009 incidents in 2021. During 2022, it increased to 27. The reason for the drastic reduction in use was due to the major upgrade of the CCTV system that took place during 2022/2023. During 2023, the cameras were used on 190 occasions for 95 incidents. This equated to an average of 2 use per camera. In 2024, the cameras were used on 516 occasions for 383 incidents. This equated to an average of 1 use per camera.

The Information Commissioner's CCTV Code of Practice requires makes the following requirements:

“You should review regularly whether the use of CCTV continues to be justified. You will have to renew your notification with the ICO annually, so this would be an appropriate time to consider the ongoing use of such systems.

...there should be a periodic review (at least annually) of the systems effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified”

**Information Commissioner's Code of Practice 2014**

## **Walsall Housing Group CCTV Evaluation Report**

**1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024**

**British Standard 7958**

---

The purposes and scope of the scheme are detailed in Section four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the CCTV systems are actually preventing offences it is a component part of the preventative package. To remove or modify the use of the CCTV system may also detract from a further identified purpose, this being to reduce the fear of crime.

### **Future Evaluations**

It is recommended that the Walsall Housing Group CCTV scheme be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed each year. It will also provide compliance with legislation and the ICO's CCTV and Surveillance Camera Codes.