

Residents Consultation Committee Discussion Document
Results of the Estate-wide Consultation on the Police
Committee proposals for CCTV on the Estate
For discussion at committee, 18 May 2015

A report of the chairman of the RCC and the Chair of the Barbican Association, 5, May 2015.

1 Summary

A consultation with residents was carried out by the chairs of the RCC and BA in April in order to determine the views and concerns of residents in relation to the City of London Police Committee's proposal to install CCTV cameras in the public areas of the Barbican Residential Estate for the first time.

57% residents stated that they welcomed the proposal. However, 51% expressed concerns or objections, including some of those saying they welcomed the proposals, who also recorded some concerns.

A substantial minority (38%) said they either had reservations about the proposal (17%) or they objected to it (20%).

Several suggestions were made by those responding with regard to improvements that could be made to the proposal, described in section 6.1. If residents' concerns could be addressed, the proportion of residents who would find a modified proposal for CCTV acceptable rises to 68%.

The consultation also shows that the vast majority of residents either feel safe or very safe living on the Barbican Estate.

While the consultation does not reveal any reason for RCC to oppose the proposals in principle, it does identify problems with the scheme as it is proposed, in the view of residents. This highlights the need for modifications to be sought to the proposals, or additional reassurances to be given, in order for any CCTV installation to satisfy a majority of residents.

2 The consultation

2.1 Consultation method used

Residents were informed of the consultation by means of posters in the lobbies or lift areas of each block and also by the BEO's email broadcast (which reaches around 1,400 residents). These provided a link to information about the scheme prepared by the chairs of the BA and RCC based on the information provided in the Police Committee CCTV report, in consultation with the CoLC Officer who prepared the report.

Residents were given the option to complete the survey online or on paper. Due to limited time, residents were given 12 days to respond to the consultation online and 10 days to respond on paper. An email reminder was sent the day before the consultation closed.

3 Consultation questions asked

- Q1 What are your views on this proposal, overall?
1. I welcome this proposal
 2. I have reservations about this proposal
 3. I object to this proposal
 4. I don't have enough information to tell
- Q2 (Asked only of those entering 1 at Q1)
What aspects of this proposal do you welcome or consider would be helpful?
- Q3 (Asked only of those entering 1 or 2 at Q1)
What reservations or objections do you have to this proposal?
- Q4 (Asked only of those entering 3 at Q1) Are there any changes that could be made which would make the
- Q5 (Asked only of those entering 2 or 3 at Q1) Would you be able to accept a modified proposal for CCTV at the Barbican, which included the changes necessary to meet your reservations?
1. Yes, probably
 2. No, probably not
 3. I don't know
- Q6 (Asked only of those entering 4 at Q1)
We provided you with some background information to this proposal. What additional information would you have liked?
- Q7 On a scale of 1 to 10, how safe do you feel within the Barbican Estate in relation to crime, where 1 is totally unsafe and 10 is totally safe?
- Totally unsafe 1 2 3 4 5 6 7 8 9 10 Totally safe
- Q8 Finally for verification purposes, please provide your name, flat number and block.

4 Responses

4.1 Level of response achieved

453 residents responded, 450 online and 3 on paper. This is one of the largest responses to any Estate-wide survey or consultation. There are 2041 flats at the Barbican and the residential population is considered to be in the region of 4000. On that basis, the response rate can be considered to be 22% of

households or around 11% of individuals. As some individuals will have replied on behalf of the household, the response rate should be considered to be between these two values.

A response rate of 11% of a *population* is likely to be highly indicative of the views also of those not represented, provided there is no inherent bias in the ability or propensity to respond. We do not believe either to be a factor in this consultation.

4.2 Overall acceptability of the proposals (Q1 and Q6)

At Q1, slightly more than half of residents who responded (56%) welcomed the proposal while a substantial minority expressed concerns: 17% stating they had 'reservations' and 20% stating they objected to it (see Figure 1).

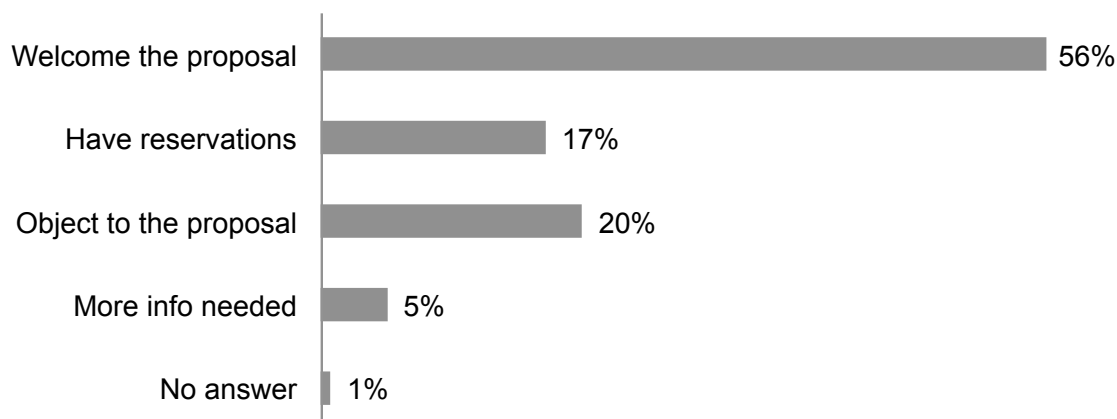


Figure 1 Q1. What are your views on this proposal, overall?

Those with concerns or objections were asked to express their concerns or objections. They were then asked if a modified CCTV proposal that took into account those concerns would be acceptable. 115 respondents answered this question as follows:

Yes, probably	53	34%
No, probably not	73	46%
I don't know	31	20%
Total	157	100%

Figure 2 Q2. What are your views on this proposal, overall?

A composite view of Q1 and Q7, in which the responses on reservations and objecting are replaced with the answers to Q7 gives a revised indication of how a proposal might be accepted, if the concerns residents have expressed were met by revisions to the proposal.

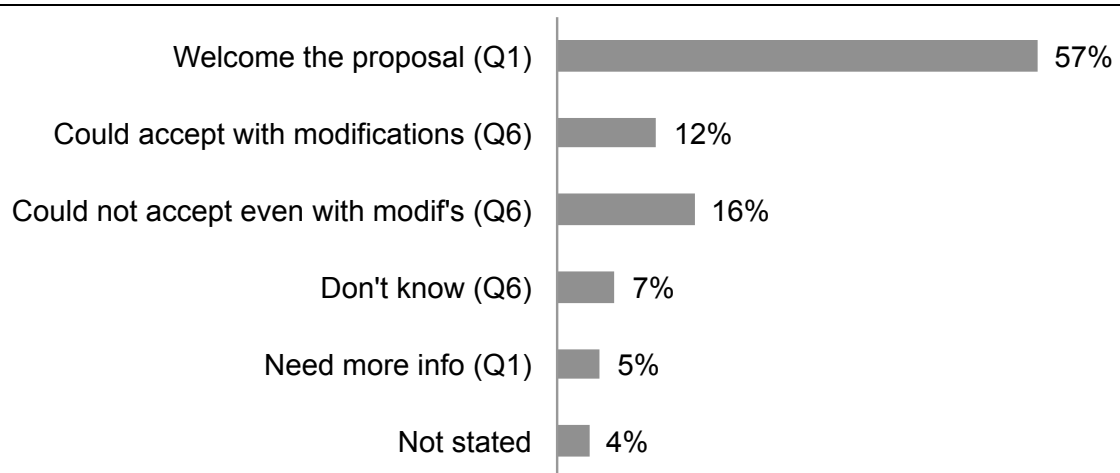


Figure 3 Composite of Q1 and Q6 showing how a modified CCTV proposal might be more acceptable to residents

This shows that another 12%, or 68% of residents responding are either in favour of the proposals or could accept CCTV if concerns were met – slightly more than two in three. On the other hand, this also shows that one in three can be considered to have significant reservations or objections to the proposal, which is a substantial minority.

4.3 How safe do Barbican Residents feel (Q7)

The final question (see Figure 4) asked was to establish how safe residents felt in the Barbican, which has an unusually low crime rate for an inner-urban area. A 10-point scale was used, with 1 signifying 'totally unsafe' and 10 'totally safe'.

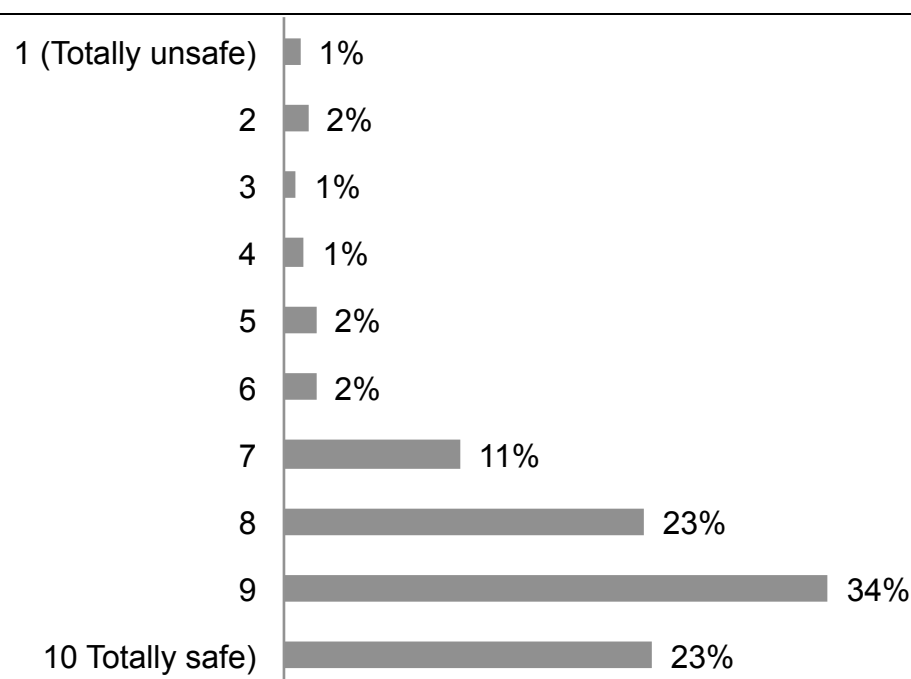


Figure 4 Q7. On a scale of 1 to 10, how safe do you feel within the Barbican Estate in relation to crime, where 1 is totally unsafe and 10 is totally safe?

Overall, most residents report they feel safe. The mean average score was 8.35. Only 34 (9%) recorded a score below 7. Most scores are tightly clustered at the top end of the scale. 318 (80%) scored 8, 9 or 10.

The Barbican Estate is neither an area that attracts much crime (as stated in the Police Committee report) nor is it one where people feel unsafe.

5 Reasons why the proposals are welcome (Q2)

Those welcoming the proposals cited better security or personal safety most often, followed by its perceived role in deterring crime and antisocial behaviour, and its possible value in detecting crime when it occurs. Completing the 'Ring of Steel' and filling a coverage blind spot were also aspects cited in the report, and the BA/RCC summary of it which residents also mentioned.

Better security/ personal safety	131	60%
Deter or prevent crime	42	19%
Crime detection	19	9%
Reduce antisocial behaviour	28	13%
Terrorism/ Ring of steel	7	3%
Reduces existing blind spot / increases coverage	30	14%
Helpful to the Police	6	3%
Addresses privacy concerns	2	1%
General non-specific benefits	10	5%
Other (miscellaneous)	9	4%
Total	219	100%

Figure 5 Summary of responses to Q2, 'What aspects of this proposal do you welcome or consider would be helpful?'

6 Concerns and objections expressed (Q3)

Most concerns/objections were about different aspects of loss of privacy or dislike of surveillance and 'being watched'. However, there was also concern that CCTV was not necessary or would be ineffective in meeting its espoused objectives of controlling crime and improving security.

Another important concern was the effect of the cameras on the architecture of the Grade II Listed Barbican Estate, and that careless installation could permanently harm the environment. A related concern was also expressed as the presence of cameras could also change the perception of the Estate being a safe place, and make the place seem more hostile than it is.

Cost was also cited as a concern – either that this was not an effective use of money, or that there was a risk that, in time, the cost for the operation would fall to residents (e.g. through the resident service charge). Some said they would wish for the money to be spent on increasing a physical police presence on the Estate, and a related concern was that CCTV could eventually lead to reduction or withdrawal of on-the-ground policing.

Some residents expressed concerns (despite reassurances provided) that the scheme could be subject to misuse, and that privacy locks could be overcome or overridden in the future.

Privacy (any)	106	45%
Privacy in general	43	18%
Privacy at home	29	12%
Dislike of surveillance	41	18%
Not necessary or not justified (any)	94	40%
Not necessary/ ineffective as a remedy	40	17%
Level of crime on the estate doesn't warrant cameras	50	21%
There is no clear justification for the proposal	16	7%
Negative impact on the visual appearance of the Estate/Visual impact on a Listed Building	45	19%
Cost/resources (any)	34	15%
High cost/ use of public resources for little benefit	20	9%
Risk of future cost to residents on service charge	11	5%
Prefer the money spent on policemen on the estate	6	3%
Effectiveness of safeguards against misuse	27	12%
More cameras or cameras in specific locations needed	13	6%
May have a negative impact on actual policing in future	12	5%
There are already enough cameras in area	8	3%
CCTV creates a negative perception of poor safety/high crime/hostile environment	9	4%
Total	234	100%

Figure 6 Summary of responses to Q3, 'What reservations or objections do you have to this proposal?'

6.1 How can concerns be addressed? (Q4)

Those expressing concerns were asked to state how these concerns could be addressed. 31% of those who had concerns or objections (16% of all the survey's respondents) provided suggestions as to how their concerns could be addressed. The suggestions are summarised below:

- Have fewer cameras or set a low limit on the number of cameras now or in the future
- Concentrate cameras around the entrances to the estate only
- Concentrate cameras around the school only, where the specific incidents of crime cited in the report were targeted
- Change the locations of the cameras, and only install cameras in locations where there is a specific problem to address
- Install the cameras carefully so they are discreet, unobtrusive and there are no wires showing to preserve the ambience/architecture
- Use better-designed cameras than those currently installed which are considered unsightly
- Don't erect notices that say CCTV
- Focus resources elsewhere, e.g. on police visits

- Provide more evidence that there is a problem with crime or a threat that justifies installing CCTV before proceeding
- Provide more evidence for the effectiveness of CCTV in preventing crime before proceeding.
- Provide guarantees or legally binding assurances that images will only be used for crime prevention;
- Provide stronger oversight/independent scrutiny to ensure there will be no misuse of the images recorded
- Provide guarantees that costs will not subsequently be transferred to residents of the Barbican Estate

7 Conclusions

While a majority (57%) of residents responding stated that they welcomed the proposal, a substantial minority either expressed concerns or stated that they objected to the proposals. Around 20% are opposed to the scheme, and the rest either expressed concerns or said they felt they did not have enough information to tell.

Some of those in favour of the proposal also expressed concerns or reservations. Overall, 51% of those who responded to the survey expressed concerns or reservations about the proposals.

Almost a third of those with concerns gave specific suggestions on modifications that could be made to the proposals to make them more acceptable. Around 12% stated that they probably would be able to accept CCTV within the Barbican Estate if their concerns were addressed, which means that 68% (including the 57% who are in favour) would not be opposed to CCTV, provided concerns were addressed.

The consultation therefore shows around two-thirds of residents to be either in favour of CCTV, or not against it in principle, if modifications could be made to the scheme. It also shows that slightly over half of residents expressing concerns (or objections) to the proposals as they stand.

While this does not give provide grounds for the RCC to oppose the proposals, it does highlight the need for modifications to be sought to the proposal or additional reassurances to be given in order to satisfy a majority of residents.

The consultation also shows that the vast majority of residents either feel safe or very safe living on the Barbican Estate. The mean average score on a 1 to 10 scale, with 10 being the safest, was 8.35. It therefore seems unlikely that the proposals will have a major impact on most residents' feelings of safety and security, though it may have an impact on more vulnerable residents, and possibly the 9% who gave a score of less than 7 out of 10 for their feeling of safety.

It is not the place of this report to the RCC to make recommendations, as these should come from the RCC. Those recommendations will be included in an updated version of this report which will be presented to the BRC and the Police Committee.

The version of the report to the Police Committee will also include all of the specific comments raised in this consultation, which have been omitted from this report for reasons of brevity. Any RCC member may request a transcript of all of these comments from the Chairman.

Tim Macer, Chairman, Residents Consultation Committee
Jane Smith, Chair, Barbican Association