

CCTV

CASE STUDIES 2025/26





OVERVIEW

Keeping our tenants and neighbourhoods safe is a clear priority and following extensive consultation, we rolled out our £1.8 million digital CCTV investment across 70 schemes during 2024/25.

Working in partnership with local police, we have seen a variety of successes driven by our modernised and live-monitored CCTV around deterring and detecting anti-social behaviour and fly-tipping – two issues which our tenants tell us they care about most – and part of our work to deliver balanced and sustainable communities.

Here are two examples of where CCTV has made a difference.





BEAUMONT HOUSE

Beaumont House in Leicester is one of our general needs schemes and over the past 12 months tenants experienced recurring antisocial behaviour, including trespassing and suspected drug use by non-tenants.

Our CCTV operatives identified that our tenants were being approached by individuals in stairwells and corridors, which was affecting their comfort and impacting their sense of safety in their homes.

Objectives

To address the anti-social behaviour at Beaumont House, we had three key objectives:

-  **Increase visibility and coverage of key areas to identify those responsible**
-  **Provide accurate evidence to support tenancy interventions, and;**
-  **Improve tenant confidence and provide reassurance, particularly at night**

The actions taken

Linked to our objectives, the CCTV Hub carried out targeted monitoring at Beaumont House, focusing on locations previously associated with incidents. During this activity, repeated visits from the same individuals were identified. Further checks established that one of these individuals was being assisted by a resident within the building.

Using clear images and footage from our CCTV Hub, we were able to contact the tenant and issue a formal warning. In addition, tenancy interviews were conducted to support the investigation and reinforce responsibilities under the tenancy agreement.

The results

Following our interventions, ASB-related reports decreased by 18.8% over a six-month period. Reporting levels and monitoring practices remained consistent, confirming a genuine reduction in incidents. No further drug-related issues were reported. Beaumont House has now transitioned back to routine monitoring, rather than reactive or targeted intervention.





CANFORD PLACE

Canford Place in Cannock experienced a series of domestic-related incidents involving multiple households, each presenting different levels of vulnerability and associated risk. These incidents were often complex and sensitive, and not always formally reported, making them difficult to predict or address through standard reactive approaches.

Tenants had expressed concerns regarding safety within communal areas and the wider atmosphere within the scheme.

Objectives

With several incidents and issues to overcome, we took a four-objective approach at Canford Place. These were:

-  **To protect and support Tenants affected by domestic abuse or household-related vulnerabilities.**
-  **To provide clear, reliable evidence to aid local police and tenancy teams in safeguarding decisions.**
-  **Reduce opportunities for intimidation, violence, or repeated incidents on the scheme, and;**
-  **Reassure the wider community through visible, coordinated safety measures.**

The actions taken

Through a targeted approach, our CCTV Hub conducted monitoring around specific flats and communal areas linked to reported concerns. CCTV footage was also used to identify patterns of repeat visits, breaches of no-contact advice, and escalating behaviour that may not have been clear from individual incident reports.

Where appropriate, proportionate tenancy action, welfare checks, and safety planning meetings were carried out and our CCTV team worked to review camera positioning and retrieval processes.

The results

This particular intervention work ensured that several high-risk incidents were identified early, preventing further harm. Residents involved in these incidents received timely support, safeguarding planning, and follow-up contact.

Additionally, the presence and responsiveness of our CCTV service provided reassurance to the wider resident community, particularly in communal spaces. Local police also acknowledged that the clarity and speed of CCTV evidence retrieval which enabled decisive enforcement and safeguarding action.





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