

## Waterhouse CCTV Consultation Report – March 2018

As part of the London Borough of Hammersmith & Fulham's commitment to deal with crime and help to keep residents safe, a proposal has been made to install CCTV at Waterhouse Close. This is due to reported instances of antisocial behaviour. The proposal is to install 7 cameras.

We have carried out a consultation with residents at Waterhouse Close to confirm that there is support for this CCTV proposal.

### Approach

We sent CCTV consultation surveys to all residents at Waterhouse Close on Friday 16 February 2018 with a prepaid return envelope. 42 properties were surveyed. A deadline for responses was set at 2 March 2018.

Postal responses were collated and a door knock was carried out on Monday 5 March 2018 at the properties that had not yet responded. Residents who weren't home received a "sorry, we missed you" card and were given a further five days to respond by telephone or by returning the survey.

### Consultation results

In total, 25 survey responses were received. This represents a response rate of 59.5%.

96% of respondents supported the proposal to install CCTV cameras. Residents gave the following reasons for their support:

- Experience of antisocial behaviour at Waterhouse Close.
- Will make residents feel safer

Of those who did not support the proposal, the expressed the following concerns:

Feedback	Mitigation
Haven't noticed any ASB	N/A

### Getting involved

We also use the CCTV consultation survey as an opportunity to ask residents if they would like to work with us to improve their services, or be more active in their communities.

- 4 residents would like to find out more about ways they can get involved.
- 18 residents would like to receive news and information from the Housing Department.
- 5 residents would like to become more involved in the Waterhouse Close TRA.

### Next Steps

This consultation report will be shared with Andy Stocker, CCTV Manager and Street Czar, who will be responsible for commissioning the CCTV installation.

Interest in involvement will be followed up by the Resident Involvement Team.

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