Selwood Housing

Antisocial behaviour CCTV policy review

September 2026



11 customers joined our focus group

18 recommendations were raised by customers

Manager's summary

Overall, customers agreed that CCTV can be a useful tool when it is used responsibly, fairly and proportionately. Alternative interventions are detailed on the antisocial behaviour page on the website.

Key highlights were: clear communication that is written in plain English, with technical terms and acronyms clearly explained.

Relevant signage, resident privacy, careful camera placement, resident consultation and keeping communities informed were important factors.

Costs are managed on a case-by-case basis, and funds are provided from a limited annual budget.

If you would like to find out more about this customer focus group, please email:
makeadifference@selwoodhousing.com

You said...

1. The wording about covert CCTV was confusing, this needs clearer explanation.
2. The policy contains technical and legislative language, customers may find this confusing and hard to understand.
3. A plain English customer facing summary would be useful at the start of the policy.
4. It should be made clear that concerns can be reported anonymously.
5. 14 recommendations were suggested for clear, practical and reassuring information explaining when CCTV may be used, how decisions and consultation work, the safeguards in place, other available options, costs, policy links and real-life examples.

We did...

1. We are revising the policy to state clearly at the outset that Selwood Housing does not use covert CCTV.
2. We are adding a short glossary explaining acronyms and key terms.
3. We are creating a plain-English summary of the policy's principles and approach for our website.
4. Anonymous reporting is available, but we clarified this does limit us when providing evidence for the police and legal action.
5. We are working with our communications team to develop a dedicated page on our website. This will include:

- Information about when CCTV may and may not be appropriate.
- Reporting to and working with the Police.
- When and why we consult with residents.
- Privacy and signage information.
- How CCTV supports wider ASB work.
- The page will also include relevant policy links and case study, with supporting visuals.