

**Date:** 3<sup>rd</sup> March 2011  
**Your Reference:**  
**Our Reference:**  
**Enquiries to:** Guy Arnold



**Housing Security & Parks Patrol  
Service**

**Community Safety Service  
London Borough of Camden**

Guy.arnold@camden.gov.uk

Dear Tenant or Leaseholder,

I am writing to inform you that the CCTV system currently in place at Gresse Road is being upgraded. I'm aware that work is already in progress and I firstly wish to apologise for the delay in informing you of this change.

The new system will bring immediate benefits to residents and to legitimate users of the locality. I have highlighted these below:

- Enhanced image quality enabling CCTV data of evidential quality to be used in criminal proceedings
- Central monitoring management and recording of the cameras from the housing CCTV control room, staffed 24/7 by trained operators.
- Improved coordination of the LBC community patrols (Community Wardens and Housing Patrol) which can be alerted to incidents detected by CCTV operators

I understand that some residents make use of a facility that enables you to view CCTV images from your own analogue TV receivers. I can confirm that this facility will not form part of the new system. One of the reasons for this change is that the technology which enables this function is becoming rapidly obsolete. It is not possible when managing long term programs to make decisions that are based on uncertainties of this kind.

I will endeavour to ensure that these works progress with the minimum inconvenience to yourselves.

Should you wish to view the CCTV code of practice, under which all the borough CCTV systems are managed, this can be found at:

[www.ico.gov.uk](http://www.ico.gov.uk)

By following the link on the left hand side you will be able to request the publication. These are usually provided free of charge.

If you wish to raise any queries direct with myself or the CCTV Systems Manager, please contact:

[Communitysafety@camden.gov](mailto:Communitysafety@camden.gov).

Yours sincerely

Guy Arnold  
**Housing Security & Parks Patrol Service**

CC Richard Bond  
CC Julian Coutts  
CC Natasha Dickinson