

Community Safety CCTV Service Standards

The objective/services provided

The core objectives of the Royal Borough of Greenwich Community Safety CCTV System are:

- To reduce the fear of crime, disorder and anti-social behaviour
- To deter crime
- To detect crime and provide evidential material for court proceedings

These objectives are achieved by providing a 24-hour CCTV monitoring service to Town Centres, Housing Estates, Open Spaces, Council premises, transport interchanges and car parks. In addition close partnerships with the Police, local businesses and the community have been formed ensuring a comprehensive approach to the safety and security.

We will:

- Ensure that the CCTV control room is staffed by a minimum of two operators 24 hours a day, 7 days a week
- Meet Security Industry Authority licensing requirements for Public Space Surveillance
- Ensure that at least 95% of on-street CCTV cameras are fully operational at all times
- When requested, provide CCTV evidence to Police and other enforcement agencies
- Provide and maintain a CCTV Code of Practice agreed by the Council and the Metropolitan Police.

To achieve this we aim to:

- Rota at least two fully trained operators to work each 8 hour shift over a 24-hour period and provide additional cover as required
- Train all CCTV Operators to BTEC level two in CCTV Operations Public Space Surveillance
- Maintain the system using an external contractor who will provide emergency call-out and repair services
- Provide CCTV evidence to Police and other Enforcement agencies within 48 hours upon receipt of a written request

In order to check that we are delivering our promises we will report our performance on a monthly basis to the Director of Community Safety and Environment for subsequent quarterly reporting to the Safer Greenwich Partnership.