

CCTV Stakeholder Meeting

14th May 2012

Record of Meeting

Attendees

Joanna Fathers	MBC
John Littlemore	MBC
Cllr Fran Wilson	Ward Councillor
Paul Alcock	TCM
Bill Moss	TCM
Andrew Simms	Boots
Ivan White	Federation of Small Businesses
Stephen Dryden	Marks & Spencer
Insp. Mark Hutcheon	Police
Lynne Goodwin	Medway Council
Corinna Woollett	Medway Council

Apologies

Rev Jackie Cray	Street Pastor
Lorraine Hemphrey	Kent Police Neighbourhood Watch
Teresa Irving	Downswood Parish Council
Gordon Newton	Downswood Parish Council
Dennis Conyan	Taxi Services
Dennis Tree	Beluga Bar
Julie Lucas	Banks Bar
Sue Bassett	Staplehurst Parish Council

1. Previous Minutes;

Agreed as correct.

2. Project Update from Lynne Goodwin;

Operationally everything is in place, up and running and working well. All six of the operators have been TUPE'd across and are working well at Medway.

In response to a question concerning the operator hours it was confirmed there are currently two operators working on the busiest nights, Tuesday, Thursday, Friday and Saturday. These extra hours were determined to be the busiest by MBC and Medway CC having regard to intelligence and the views expressed at the various consultation events. JL confirmed this was within the original bid submitted by Medway CC.

PA suggested that Saturday during the day is an extremely busy time and Andrew confirms that up to 30% of business occurs in Boots on a Saturday during the day. LG confirmed that current resources were satisfactory to covering Saturday daytime and no member of the group reported any drop in service on a Saturday. JL confirmed the operation would be monitored and a review will be undertaken at 6 months. If there was evidence that extra hours were required for Saturday daytime

Appendix A

then a decision will be made as to how this would be met e.g. by moving the Friday night/Saturday morning cover, as stakeholders have advised this period is now much quieter.

LG confirmed that there has been no loss of CCTV images or recording since go live.

LG confirmed there are some issues with the Maidsafe Radio network. LG attended the Maidsafe Management meeting also this week and confirms that the issues are being worked on now. LG is in touch with Vikram and Medway CC will be obtaining an additional broadband connection to build in further resilience. LG advised that Virgin should have fitted this line within the next two weeks, so if both BT lines were to go down, the Virgin line will be there as back up.

LG discussed a few times where the line has gone down and affected the Maidsafe Radio. BM has recorded these incidents as TCM have been monitoring the service every 15 minutes since the 9th. BM has agreed to share this information so we can see when every incident has occurred.

LG confirmed that the Police radios are separate and have not been affected.

MH appraised the meeting of the matter concerning collection of evidence by Maidstone Police. A way forward in the short-term has been agreed that uses police civilian staff. A meeting has been arranged for 22nd May 2012 in order to find a long-term solution that complied with the regulations and makes best use of resources.

3. Performance Monitoring;

JL distributed the figures collated for April 2012 by Medway CC. Attendees discussed the matter of comparing these figures with those previously recorded by MBC. It became evident that it might not be possible to make a direct comparison but MBC staff are reviewing how the original figures were calculated.

FW raised the issue that for Overview & Scrutiny Committee being able to make a comparison between the performance of the new and previous service was an important aspect of assessing whether the service has been maintained or improved upon.

LG and MH confirmed that there has been successful communication between the police and Medway control room and that to help recording data the operators will be informed whether an incident resulted in an arrest or not.

Stakeholders agreed that the performance monitoring figures provided by LG are certainly more in depth and give a much better picture of the incidents than previously.

BM highlighted the information provided regarding the 27 recorded missing persons within the last 4 weeks as demonstrating the service in provides more than a crime reduction benefit. Stakeholders agreed the performance monitoring demonstrated the service is performing very well and could be used towards a positive press release.

4. Feedback from Stakeholders;

LG advised that dates are currently being put in the diary for Medway CC staff to come to Maidstone to familiarise themselves with the town and the layout so that they can operate on the Maidstone Cameras. Cross training within the Control Centre is ongoing.

CW advised the wider partnership agreement is still with their Legal Team and after this it will be with Human Resources in Medway. Following a question concerning the staff who had transferred across from Profile Securities to Medway CC it was confirmed that until a review takes place at Medway Council their terms and conditions will be the same as those they transferred under. CW suggested that Medway are working to complete the agreement and enter in the Partnership during July.

LG confirms that the Urban Blue Bus has been given a direct line to contact the control centre in emergencies.

Date of next meeting; Monday 11th June 2012 at 5.00pm, Maidstone House