

**Summary of Results of the CCTV Satisfaction Survey March 2012**

Survey sent to 85 people, only 22 responded, therefore this summary only represents 18.7%.

Q1. How satisfied are you with the current CCTV service?

<b>Very Satisfied</b>	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
<b>81.8%</b>	13.6%	4.5%	0%	0%

Q2. How responsive do you find the CCTV control room operators?

<b>Very responsive</b>	Responsive	Sometimes responsive	Non-responsive	Very non-responsive
<b>81.8%</b>	13.6%	4.5%	0%	0%

Q3. How well informed do you feel you are about the proposed move of the CCTV control room from Maidstone to Medway?

Very well informed	<b>Fairly well informed</b>	<b>Somewhat informed</b>	Not very well informed	Not well informed at all
13.6%	<b>31.8%</b>	<b>31.8%</b>	18.2%	4.5%

**KEY POINTS MADE; been informed at meetings but questions not always answered, hear more/conflicting info from the KM.**

Q4. How confident are you that Medway will deliver the same level of service?

Very confident	Fairly confident	Not very confident	<b>Not confident at all</b>	Don't know
0%	9.1%	31.8%	<b>50%</b>	9.1%

**KEY POINTS MADE; fear of loss of local working partnerships and local knowledge. Medway to only be using one operator. Annual amount of viewing hours will be decreasing. Loss of relationship with police officers. Fear that the service will become reactive.**

Q5. Are you a Maidsafe member?

Yes	<b>No</b>
10/22	<b>12/22</b>

If yes, are you considering leaving the Maidsafe service as a result of the changing service provision? If so, why? 7 answers received, 5 stated no and 2 unsure, they will wait to see if the service is upheld.

Q6. What aspects of the existing service do you find the most important?

- **Local knowledge of operators and the rapport between CCTV stakeholders and operators.**
- **24/7 monitoring and quick response time.**
- **Personal touch and good relationships.**
- **Accessibility and security**

Q7. What improvements would you like to see from the new CCTV service?

- **Would be happy if service in maintained.**
- **Will Downswood CCTV be monitored live in real time?**
- **People from Maidstone in charge of CCTV in Medway.**
- **Enhance image quality.**
- **More operators**
- **Usable CCTV in rural villages.**

Q8. Are you interested in being an active stakeholder for Maidstone's CCTV by being a representative for one of the voluntary sector, night time economy, day time economy, taxi services or parish councils?

**Mark Hutcheon**

**PS Nick Sparkes**

**Lorraine Hemphrey**

**Ivan White**

**Teresa Irving**

**Cllr Gordon Newton**

**Mrs J S Bassett**

**Paul Alcock**

**Dennis Tree**

**Julie Lucas**

**Rev Jackie Cray**

**Stephen Dryden**

**Andrew Simms**

**Police**

**Police**

**Kent Police Neighbourhood Watch**

**Federation of Small Businesses**

**Downswood Parish Council**

**Downswood Parish Council**

**Staplehurst Parish Council**

**Manager of The Mall**

**Beluga Bar**

**Banks Bar**

**Street Pastors**

**Marks and Spencer**

**Boots**