

Community Safety Partnership Task Group: Outstanding Actions and Questions (2015/16)

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
Watford Pubwatch				
P1	To investigate whether staff in the CCTV control room were requesting too much information from Licensed Premises door supervisors when they asked for police assistance (thereby potentially delaying the police response)	Head of Community and Customer Services	20/01/2016	<p>Response from Head of Community and Customer Services and CCTV Manager:</p> <p>The Council is satisfied that the CCTV staff do not request too much information as concerns were expressed by Pubwatch back in 2010 re the CCTV response to calls for assistance. The CCTV Manager explained at the time that CCTV cannot act as a call handling centre due to operators having conflicting tasks, demands and priorities. Operators are not able to pass on all relevant details as we are not there on the ground and/or cannot see the incident. The information required is not needed by CCTV, it's the emergency services that need it. The outcome was to develop a procedure flowchart (as attached) and this was agreed by Pubwatch at the time.</p> <p>In summary; if CCTV can see the incident they will patch images to the Police and the Police will decide whether (they and other services) need to attend. The Police may call CCTV for clarification or in an extreme case CCTV would back the images up with a call the Police. Especially if offenders start to make off.</p>

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					<p>However, if something takes place out of view of the cameras CCTV will always advise door staff to make the call from where persons, locations and possible injuries or weapons can be seen. CCTV would monitor entrances etc.</p> <p>Please see the attached agreed flowchart and minutes of the Pub Watch. Given that 6 years have passed I am happy to review the process with Police and operators but feel that it has worked well up to now.</p>
Hertfordshire Fire and Rescue					
FR1	To look in to a possible problem with accommodation over a shop in Whippendell Road.	Community Safety Coordinator	20/01/2016		WBC Environmental Health are conducting an ongoing case investigation.