

When a call is made for an emergency service to attend an incident, the Police, Fire and Ambulance services require information which can only be supplied by persons witnessing what is occurring first hand. If an incident occurs within the public area viewed by Watford Council CCTV cameras, the CCTV operator should relay this information to the Police via the video link to CCR (currently monitor 13). If the incident however occurs out of the view of these cameras for example within premises it is for staff witnessing to contact the emergency services. This is so that they can answer all the necessary questions for a correct response. PubWatch members should advise CCTV operators, via the PubWatch radio system, so that cameras can be positioned on the exits of premises to track fleeing offenders. In addition it will assist with identification and provision of evidence. Only in an extreme case where there are serious risks should CCTV operators dial 999 on behalf of PubWatch members.

