

Service Charter

Closed Circuit Television (CCTV)

The Services We Provide

- Wychavon's Closed Circuit Television (CCTV) service provides and monitors 33 cameras across the towns of Droitwich Spa, Evesham and Pershore. There are a further two cameras in Broadway.
- We also monitor 18 cameras in Barnards Green, Malvern Link and Malvern town centre, on behalf of Malvern Hills District Council.
- The service is carried out 24 hours a day, every day of the year.
- We also use the Retail Radio service within each town area.

We aim to

- Help in the prevention of crime
- Help reduce the fear of crime
- Facilitate the apprehension and prosecution of offenders in relation to crime and public order
- Run the service to comply with the Data Protection Act and Human Rights legislation.

More details about how the system is run and how we use the information obtained from it, is set out in the Wychavon Code of Practice for CCTV. You can get a copy of this from the contacts set out at the end of this document.

What You Can Expect From Us

- We will respond to all letters within 7 working days, or tell you if it is going to take longer. This may be by telephone, e-mail or in writing;
- We will respond to e-mails within 1 working day, or tell you if it is going to take longer.
- We will answer telephones within 7 rings;

- We will be friendly, helpful and attentive;
- We will avoid jargon and explain technical terms;
- We will respect people's differences and treat everybody fairly and to the same high standard;
- We will not make promises we cannot keep;
- If you need special help, for example because you have a disability or any other special needs, we will:
 - Arrange a home visit if you are housebound or disabled and cannot visit the Civic Centre or one of our One-Stop Shops;
 - Arrange for leaflets, letters or other information to be available in large print or on audiotape;
 - Make arrangements for any document to be translated.

What We Expect From You

- We ask that you apply the same standards of behaviour towards our staff and other customers as you expect from us. If you use abusive language or behaviour towards our staff or other customers, we will ask you to leave the building or end your phone call.

Consultation, Compliments, Complaints and Suggestions

- We regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve. We also ask organisations we work with to tell us how we can improve our service.
- If we do something well, please tell us. We welcome comments and suggestions you may have about our service. If we are doing something wrong please tell us. This will help us to find out what we are doing right, and when things do go wrong, gives us a chance to put them right.

What to do if something goes wrong

- If you want to make a complaint about the way we have done something, or if there is something we have failed to do, please let us know straight away. We use complaints as an opportunity to improve our service and talk to you about how we can put them right.
- First of all, please speak to a member of staff and tell them about the problem. They may be able to sort it out straight away. If you are not satisfied you can complain to the manager of the section you have been dealing with.
- A formal complaint can be made in person, by phone or in writing, by letter or by e-mail. More information is available in our "Have your Say" leaflet.

Performance Targets

- To support the South Worcestershire Community Safety Partnership and West Mercia Police in the prevention, deterrence and detection of crime and disorder;
- This includes working with the Police on special initiatives, and identifying trends in crime against the crimes being tackled by the CCTV system.
- To support the work of SWAG – South Worcestershire Anti-Crime Group - by using the retail radio networks to talk directly with shopkeepers and traders and using other initiatives to help fight retail crime.
- To increase publicity about the system so that members of the public know it is operating in our towns and other areas as a tool in fighting crime.

How To Contact Us

- The main contacts for this service are:
 - Sheena Jones, Support Services Manager, tel 01386 565428, e-mail sheena.jones@wychavon.gov.uk ;
 - Nigel Jancey, Administration and Finance Officer, tel 01386 565422, e-mail nigel.jancey@wychavon.gov.uk ;
 - Dana Coulson, Administration and Finance Supervisor, tel 01386 565406, e-mail dana.coulson@wychavon.gov.uk

All can be reached by fax on 01386 561091.

Wychavon District Council is committed to the provision of effective local government, using technology to provide a user friendly service to our customers, whether it be –

- In person;
- By telephone;
- Via the internet;
- By post;
- By fax.

By developing its existing services Wychavon will ensure that the residents of the District can access the level of service they require whenever they require it.

You can contact us using the contact information provided above or by clicking onto www.wychavon.gov.uk

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