

**RETAIL BIRMINGHAM BUSINESS IMPROVEMENT DISTRICT (BID)
BASELINES FOR CCTV/CITYWATCH IN THE BID AREA (AS AT AUGUST 2016)**

SERVICE ACTIVITY AND CONTACT DETAILS	SERVICE SPECIFICATION IN CITY CENTRE AREA	STAFF, EQUIPMENT AND GENERAL INFORMATION	PERFORMANCE MEASURES
<p>CCTV/Citywatch</p> <p>West Midlands Police Contact:- Colin Holder CCTV Manager e: c.holder@west-midlands.pnn.police.uk</p> <p>Birmingham City Council Contact:- Keith Bray Birmingham Control Centre t: 0121 303 6518 e: keith.bray@birmingham.gov.uk</p>	<p>Citywatch CCTV cameras are installed at 17 locations within the BID area, plus two cameras for monitoring automated bollards.</p> <p>The operational budget for the scheme is managed by Birmingham City Council, however only reactive repairs are carried out.</p>	<p>Purpose of CCTV/Citywatch:-</p> <ul style="list-style-type: none"> • Improve the quality of life for people frequenting Birmingham City Centre • Protect public property • Prevent and deter criminal activity, anti-social behaviour and public disorder and to aid the identification and apprehension of offenders • Reduce the fear of crime and increase feelings of personal safety • Promote Birmingham as a safe and welcoming City <p>Benefits, effectiveness and diversity of the Citywatch scheme:-</p> <ul style="list-style-type: none"> • Responding to incidents observed • Tracking crime suspects • Identifying persons wanted on warrant • Retail Crime Operation - a radio message from a store security guard may request monitoring for intelligence/evidential purposes • Help Points - members of the public can contact the CCTV Operator via telephone and can be viewed on camera simultaneously • External links to Lancaster Circus, Bullring, Mailbox, Brindleyplace and The ICC - these CCTV Control Centres often make requests for suspects to be monitored • Missing persons • Marches and demonstrations • Traffic related issues - road traffic collisions, broken down vehicles - liaison with Urban Traffic Control • High Profile VIP visits to the city centre • Evacuations • Assisting colleagues in Fire Brigade and Ambulance Service • Assisting Air Operations staff when Force Helicopter is deployed over the City. 	<p>Camera Operatives monitor the cameras from both the City Council's Lancaster Circus Control and West Midlands Police at Tally Ho.</p> <p>Proactive response/monitoring by West Midlands Police with the effectiveness measured by reduced crime statistics and improved public perception.</p>