

SERVICE PLAN 2009/10 – AMC & CSU

NOW ANALYSIS	
THE SERVICE – AMC & CSU	
Objective:	Monitoring of Telecare (lifeline) Intruder Alarms, CCTV incorporating the Town Net radio. Remote CCTV and the Councils Out of hours Duty Officer. Anti-Social Behaviour, Criminal Damage, Fear of Crime, Street Markets
Staffing:	15 Full time AMC Budget: £212,170 2 f.t.e. – CSU £110,380
The Service Teams:	
AMC:	
	1 Business Manager 1 Supervisor 1 Support Assistant 4 Senior Operators 6 Operators (ABC) 2 Operators (Agency)
CSU:	
	1 Community Safety Manager 1 Community Liaison & Market Officer
Key Partners:	Ashford Police, APAC (Ashford Partnership Against Crime) Kent Social Services, Medway Council, KFRS, PCT.
PERFORMANCE	
Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive. The Monitoring Centre is an NSI and TSA accredited centre.	

WHERE ANALYSIS		
GOALS		
<p style="text-align: center;">Short Term (2009/10)</p> <p>AMC:</p> <ul style="list-style-type: none"> • Promote Lone Worker System to Local Business. Provide a "Keep me Safe" Scheme (similar to Lone Worker) but targeting ages from 11 to 19. (LL2) • Increase clients on the remote CCTV monitoring system both within the private and public sector. (GQS1, LL2) • Continue to work closely with Kent Social Services, targeting specific business opportunities.(LL3) • Organise "Lay Visitors" Scheme (LL3) • Start development of Smart House concept for Ashford Borough Council with partners to be used for demonstration purposes for interested parties/clients and other government agencies. (GQS1, LL3, LL6) • Work towards a rolling programme of CCTV upgrades and maintenance within budget (GQS2) • Subject to budget constraints, investigate providing ID "Wristbands" or "Cards" for Telecare clients, complimenting an already existing service. (GQS2) • Subject to budget constraints, work towards the AMC obtaining accreditation for CCTV. (LL2) • Research any available funding for Telecare and CCTV and continue to pursue business opportunities(P3, P5) 	<p style="text-align: center;">CSU Short Term (2009/10)</p> <ul style="list-style-type: none"> • CSU: Continue and increase, where possible, partnership working (LL3) • Heighten public awareness of CSU by mobile road shows in rural and urban areas and schools (LL2, CCF1, CCF3, CCF7) • Reduce number of reports of crime and anti-social behaviour in line with ACSP strategy action plan for 2008/11 and review strategy annually(LL2) • Increase no of agencies working from CSU (GQS1, LL3) • Implement new CSP perf man framework (GQS2) • Review means of funding for CSU <p style="text-align: center;">Medium Term (2010/11)</p> <ul style="list-style-type: none"> • Continue development of Smart House concept from 2009/10 (GQS1, LL3) • Continue rolling programme of CCTV upgrades and maintenance within budget (GQS2) • Continue to seek available funding for Telecare and CCTV.(P3, P5) • Continue and improve on delivery of Safety In Action events (LL2, CCF) • Expand CCTV to rural areas using a "wireless" technology or similar, liaising with Cllrs (local & parish (LL2, LL3) • Investigate use of ANPR cameras, working closely with Parking Services (LL2, LL3) 	<p style="text-align: center;">Long Term (2010/11)</p> <ul style="list-style-type: none"> • Offer "Shutdown" facilities for Telecare to other local authorities, i.e. possible monitoring through the night time or any planned shutdowns (GQS1) • Research client base to possibly provide a response service to existing clients (GQS2). • Continue to research any available funding for Telecare and CCTV. (P3, P5) • Increase contact and working partnerships with private organisations (LL3)
IMPROVEMENT PLAN/STRATEGIES		
<p style="text-align: center;">People & Finance</p> <ul style="list-style-type: none"> • Encourage staff to work to their full potential. • Continue to provide a polite and efficient service to all our clients. • Work closely with internal departments within the Council and outside agencies. • Continue to work closely with the Police, APAC and County Square. • Look at generic enforcement with other sections/depts/agencies. 	<p style="text-align: center;">Technology</p> <ul style="list-style-type: none"> • Investigate moving away from "BT Fibres" for receiving CCTV images and moving to "Wireless" and "Line of Sight" • Utilising the most up to date technology available within the AMC. Providing existing and new clients with a professional service that they would expect. • Use technology to improve business continuity. 	<p style="text-align: center;">Strategies</p> <ul style="list-style-type: none"> • Explore and develop options as required in respect of all services within the centre. • Adhere to all British Standards required for services accessible within the AMC. • CSU: Listen & learn to the public's needs; take ownership of problems; respond quickly to public needs; prepare to respond to change; be efficient and effective. • Reduce public perception of fear of crime.