

## Customer First Analysis – BwD SLA for CCTV – Cabinet 13.6.12

### 1. Purpose

- What are you trying to achieve with the policy / service / function?  
An efficient service giving value for money
- Who defines and manages it?  
HBC/BwD
- Who do you intend to benefit from it and how?  
HBC, general public
- What could prevent people from getting the most out of the policy / service / function?  
No SLA
- How will you get your customers involved in the analysis and how will you tell people about it?  
There are no direct customers

### 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?  
We will have a fully operational and well managed CCTV system that increase public safety
- How satisfied are your customers and how do you know?  
The CCTV system does help to prevent and solve crimes. It also assists with incidents such as RTA's and large occasions e.g. the Royal Visit. There can be perception issues from the public and Councillors about the cost and worth of the cameras and we have worked to get them more involved e.g. visits to Greenbank
- What existing data do you have on the people that use the service and the wider population?  
N/A
- What other information would it be useful to have? How could you get this?  
N/A
- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?  
No
- Are you using partners, stakeholders, and councillors to get information and feedback?  
This SLA is to renew our partnership with BwD in regards to providing a CCTV service. The police value the CCTV system.

### 3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?  
No. It would not be cost effective for HBC to provide its own CCTV service..

### 4. Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?  
No
- Is it discriminatory in any way?  
Not aware of this.
- Is there a possible impact in relationships or perceptions between different parts of the community?  
No
- What measures can you put in place to reduce disadvantages?

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N/A

- Do you need to consult further?

No

- Have you identified any potential improvements to customer service?

There are some service related issues that have been addressed in the revised SLA to ensure a better service e.g. better information from the maintenance contractor. HBC operators have more of an input from their manager than previously.

- Who should you tell about the outcomes of this analysis?

Portfolioholder, BwD, HBC operators.

- Have you built the actions into your Business Plan with a clear timescale?

This SLA will run for 5 years until 2017.

- When will this assessment need to be repeated?

When next renewed

**Don't forget to return your written record to HR.**