

Bassetlaw Town Centre Partnership Trust

"Remploy provides us with the best."

"For the past five years, Remploy has provided a first class Public Space Surveillance (PSS) CCTV monitoring service in Bassetlaw. As all good service suppliers do, the team has grown and developed alongside us, and they provide what we believe to be one of the best PSS CCTV operations in the UK.

"Of course, having the right staff is key to the success of the contract. You can invest in the most sophisticated equipment in the world, but without the best people to operate it, the service will fail. Remploy provides us with the best – our CCTV colleagues are highly committed and well-trained professionals, and these qualities shine through in the results they achieve. They are well supported too; through them, Remploy has helped us forge strong links with local police and other partners, which brings immeasurable benefits to the community.

"With Remploy CCTV, you are not just contracting personnel – you are buying peace of mind."

The Aims

With clear aims to reduce and prevent crime and manage public safety, Bassetlaw Town Centre Partnership Trust was formed in the 1995 to establish and operate a public space surveillance CCTV operation in Worksop. Comprising representatives of the District Council and the business

community, the charity needed to prove its case quickly and effectively, not least because the costs associated with establishing a CCTV infrastructure were then, and remain, significant.

The trust's Board members recognised that, whilst it may be able to acquire the best technology in camera and Control Centre monitoring equipment, its fundamental requirement was highly skilled and flexible operators with total integrity. Their extensive search for the right team led to them forging a proactive partnership with Remploy, a relationship that is now in its fifth year.

The Problem

Bassetlaw's comprehensive CCTV system was introduced followed a sustained rise in crime across North Nottinghamshire. Whilst the towns of Worksop and Retford experienced different social challenges, a common resolution was needed to help reduce crime statistics and build confidence amongst local people. With the support of the business community and the police, the Trust embarked on positive action to address issues that were rapidly eroding the reputation of the region.

The Solution

Successful in its application for European funding, the Trust installed the first 14 CCTV cameras in Worksop, which came online in 1997. The services expanded

into Retford and Manton in 2000 and, following the award of a Home Office grant, a purpose-designed Control Centre opened in April 2003. This new facility had additional capacity built-in which, in effect, would enable the operation to quadruple in size and accept images from at least 168 cameras.

For the past five years, Bassetlaw has contracted its monitoring operation to Remploy CCTV, which provides a team of six operators for round-the-clock observation of open space and identified hot spots.

Through the building of trust, Remploy's team has established strong relationships with all stakeholders, including the police. Images are transmitted live to the Police Northern Control Centre and a police radio has been installed in the CCTV Control Centre. Operators can quickly liaise with police officers, who can then determine the most appropriate response and make the best use of their resources.

In addition five of the cameras in Retford are fitted with 'voice enunciation' systems, allowing Remploy's operators to address the public directly or play pre-recorded messages through a public address speakers, thereby responding to any situation under observation.

Undeniably, Bassetlaw's CCTV operation has proved successful. For example, in a region of high car crime, incidents in CCTV-monitored car parks are few, whilst public order offences continue to reduce. Remploy's CCTV team members have also been recognised by the police for their contribution to crime reduction, and received and been nominated for top industry awards for their outstanding performance.

The Future

Public space surveillance CCTV is undergoing a renaissance, with advanced digital systems now being introduced throughout the UK. Bassetlaw Town Centre Partnership Trust continues to evaluate its options, but includes 'their' Remploy operators in its decision-making process. Continual investment in training, by Remploy and by Bassetlaw Town Centre Partnership Trust, means that the CCTV operator team will retain its position as one of the UK's top performers and a model on which many other operations are designed, built and operated.

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Remploy is the UK's largest employer of people with disabilities, has over 12000 employees and more than 80 factories.