I am writing on behalf of David Davies to respond to your information request:

1. Do you provide a public CCTV service? – Yes
2. Is the service in house or out sourced? - In house
3. How many cameras do you operate? - 230 cameras in public space or car parks and an additional 40 monitored under a 3rd party contract.
4. How many are public facing? – All
5. How many are fixed within premises monitored by your organisation? – None
6. Do they record continually? - Yes for 31 days
7. What hours of the day are your cameras being monitored? - 24/7
8. What is your annual cost for CCTV maintenance? – approx. £150,000
9. How many staff, FTE, do you employ? – 12
10. What is your staff working rota, i.e. minimum of two 24/7? - 3 man shifts / 12 hr shifts - 4 on / 4 off
11. Are staff employed by your organisation? – Yes
12. If so, what is your annual staff cost? – approx. £400,000
13. If not, do you have contractors carrying out the work? – N/A
14. What is your annual contract cost for staff? - N/A
15. If your service is in-house, do staff monitoring CCTV carry out any other service within the unit? – Yes
16. If you carry out other services, what are they? – mainly, Out of Hours / Community Radio, Ops Radio and lone worker monitoring / Emergency Planning response
17. Do you provide a Lifeline/Community Alarm service? – No
18. If yes, how many units do you monitor? – N/A
19. How much do you charge per month per unit? – N/A
20. How many call activations per 24 hours do you get? – N/A
21. Do you provide an out of hours service for customer calls? – Yes
22. If so, only in your own area or for other local authorities? – own area
If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies
Information Management Officer
Legal Department
1) How would you rate our performance in relation to processing your request:
   Excellent  Good  Fair  Poor

   If you have answered Fair or Poor please suggest how we can improve:

   ____________________________________________________________

2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

   ____________________________________________________________

4) Prior to submitting your request did you search RBWM's website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
• Information required not found
• Information found out of date
• Information not in required format
• Information insufficient to meet need
• Other please specify:

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form –

your feedback is appreciated