



CCTV and Concierge Service 2011 Annual report

2011 has been a very successful year for the Sandwell Homes new Control Room; the statistics produced over the last 12 months speak for themselves, with 2741 incidents captured and over 100,000 intercom calls taken. This is just part of the picture that shows we are delivering excellent services to our tenants and partners on a regular basis. This report will look to capture some of those successes.....

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Sandwell Homes CCTV and Concierge Control Room

Introduction

Wherever we go about our daily business in Sandwell these days, it appears that we will never be too far away from being captured on CCTV. For most law-abiding citizens, this rarely presents a problem. We have come to recognise CCTV as almost part and parcel of our daily lives. In fact, many people welcome CCTV on our streets and in our towns to assist in the fight against crime and Anti Social Behaviour. CCTV is becoming an increasingly used tool for a range of agencies. Sandwell Homes is one of those that utilises CCTV to assist us in certain areas.

In all cases Sandwell Homes will ensure any CCTV installation is fit for purpose, we will carry out assessments that ensure the following

- Proportionality - is CCTV the appropriate solution, as a solution is it proportionate to the problem.
- Legal - is it lawful? Has all relevant legislation been referred to, considered and abided by?
- Accountability – as the Data Controllers we will have processes in place, we will state our purposes and follow a Code of Practice
- Necessity – is CCTV actually required, what other measures have been tried, what needs analysis has been made?
- Subsidiary – There will not be a sole reliance on CCTV. Any system will form part of a package of measures utilised to combat ASB and crime.

The bulk of Sandwell Homes CCTV systems are located on flatted estates throughout our borough. The reasons for the use of cameras are:

- Improving the perception of safety amongst the public.
 - To assist in the detection & prevention of crime & / or breaches of tenancy conditions.
 - To facilitate the apprehension & prosecution of offenders in relation to crime, public order and / or breaches of tenancy conditions
 - Deterring, discouraging and reducing the incidence of crime, disorder and relevant aspects of anti- social behaviour including environmental - crime
 - Assisting in the management of Town Centres and public spaces
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Our Team

The Sandwell Homes Control Room has a compliment of 30 operators working a 4 on 4 off shift pattern meaning our services are provided 24 hours a day, 7 days a week, every day of the year – we never close. 4 supervisors and one manager make up the rest of the team that forms part of our wider Community Safety and Estate Services department.

This report will go onto detail the successes we have achieved and show that we are having an impact on our estates in terms of managing anti social behaviour. We are able to do this because we have a team of committed, reliable and highly trained individuals that carry out their role with professionalism to the highest standards.

Reliability is shown in the form of one of the lowest absence rates in Housing Services. We hope to continue to improve in this area by means of our robust management of absence plans. These will be used to encourage all employees to take pride in this years figures and make every effort to improve next year, our approach being that sometimes there can be an alternative to being off work. We have worked with several individuals this year to facilitate an early return to work by way of our flexible approach.

This years training plan has seen us undergo training in, systems, dealing with violence and aggression, IT skills, equality and diversity, confidence and assertiveness training as well as customer service training. Our commitment to continuous improvement continues into next year with a training plan already mapped out to include; health and safety, CCTV legislation and Control Room operations, ASB awareness, self awareness and team effectiveness [insights], equality and diversity and customer service.

Control Room recognition

2011 has seen us recognised for our service delivery by way of 10 customer compliments, with several more in the pipeline. Several of our employees were also recognised for outstanding work in the Sandwell Homes Raising the Standard event that recognised excellent employee contributions across the company. After receiving several individual awards, at the end of a very successful event our team was chosen as winners of the overall team award.

On a wider scale we were finalists twice in nationally recognised awards. The CCTV and Concierge Service was runner up in the Social Landlords Crime and Nuisance Group 'Team Awards' for exemplary practice in resolving ASB incidents and delivering measurable results and also recognised at the annual UK Housing Awards. The whole centralisation of our service being recognised an excellent example of 'Delivering Efficiency and Value for Money'. We finished in the top 6 in the efficiency category, unfortunately just missing out on first place.

Compliments and Successes

Before getting into the finer detail the scene can be set with some examples of the compliments the service has received this year. As previously mentioned we have received 10 Customer compliments as well as several more from colleagues;

ASB Prevention Team – “Thanks’ for the great work that you did in gathering evidence; your immediate action was invaluable”

Sergeant– WM Police – “Thanks; the CCTV was primary in proving the case against two offenders”

Sergeant– WM Police – thanking us for accommodating Police Officers within the Control Room during the August riots – “having officers based in the Control Room proved invaluable, thanks”

PC– WM Police – “Thank you for the quality and availability of CCTV footage”

Sergeant – WM Police – “Thank you for the vital intelligence you provided that led to an arrest”

Sergeant– WM Police – “Thanks for a several good pieces of work; your help was invaluable in relation to several crimes”

Councillor “I would like to extend my thanks for taking time out of your working day to show us the workings of the Control Room. It was extremely impressive, and a credit to Sandwell Homes. I feel that there is huge further potential”

Detective Constable – WM Police – “Sandwell footage has been used and a number of people have been identified, arrested and charged. I

must stress that we really appreciate the assistance we receive from partner agencies such as Sandwell Homes and that the footage has been extremely useful in identifying offenders. Without this material we really would struggle to identify offenders” In relation to the August riots.

Chartered Institute of Housing “The facility is incredibly impressive and everyone connected with the implementation and the on-going running of it should be extremely proud – a great boost to partnership working as well as ensuring the safety and well-being of tenants and those visiting them.”

PC– WM Police “thank you for your help which is always appreciated.

Sandwell Homes Estate Manager – “Good Result again with the CCTV footage” following a guilty plea in relation to a knife incident

Sandwell Homes – Senior Manager – in relation to a fixed penalty notice for a dog fouling incident “good news, just shows what good partnership work can do!”

Sandwell Council – ASB Manager - “the footage does make for excellent evidence”

Ajaz Riaz – ASB Officer – “your operatives have done great work, this is strong evidence which will assist in the case we have against the individual so GOOD WORK FOLKS!!!”

Sandwell Homes - Senior Manager – “Thank you, your assistance is greatly appreciated”

Sandwell Homes – Estate manager – “This is unbelievable information. I have passed it on to the local police as further evidence of what is going on - Thanks again for this” in relation to information we passed on a potential drug dealer

Sandwell Homes – ASB Officer – in response to us identifying a male urinating in lifts “Many thanks for your swift assistance in the matter”

Intercom/Door Entry/Concierge Services

Over **100,000** door entry/intercom calls received during 2011 confirms that controlling entry into our high rise blocks forms a large part of the workload generated within the Control room and should offer tenants reassurances that we are taking steps on a regular basis to help keep their homes safe and secure.

The majority of the calls received will be for genuine reasons - tenants requesting access, agencies going about their lawful business – such as Police, Sandwell Homes Employees, Council Employees etc, however we do continue to refuse access to a number of unwanted visitors and nuisance callers, leaflet droppers, canvassers and sales persons. These access refusals may count for as many as a quarter of the total calls received, proof indeed that we are performing a valuable service in controlling access to high rise accommodation.

As well as door entry calls we receive a large number of calls into the Control Room direct from tenants within their properties. These calls can be for a number of reasons and we have taken opportunities to encourage even more use of this 24 hour service available to tenants. We have submitted HomeLife articles, arranged attendance to TRA meetings and forwarded invitations to tenant reps to visit the Control room all in an effort to increase the use of our services.

Several of these calls from tenants can be dealt with at the time or requests can be passed on where necessary. We have taken calls for a range of issues such as, reporting gas leaks, water leaks, heating failures and other repairs, we have received and dealt with reports of people stuck in lifts, fire alarms sounding, Anti Social Behaviour, rubbish in blocks, fire hazards to name just a few.

Perhaps more importantly we have taken calls where a tenant just needed reassuring, reassuring that there was no one trespassing in their block, or the problem they had reported was being dealt with or in some instances someone just needed to speak to another person, as was the case when an extremely distressed tenant rang the Control Room threatening to take their own life. On this occasion our operator kept the person talking, calmed them and listened to them whilst colleagues contacted the relevant authorities. From heating failures to threats of

suicide - no matter what - door entry and intercom calls have been answered **24** hours a day, **7** days every week.

We have also offered a service where we will take control of a tenant's intercom, vetting calls and restricting un-wanted visitors to vulnerable tenants. This has proved very helpful on several occasions and is one of a range of tools used by Sandwell Homes to assist people in maintaining their tenancy. This service allows the individual to have full control of who they allow into a block to visit them and frees them from any pressure to let in undesirables who have targeted them as a vulnerable tenant that can be manipulated or bullied.

Apart from being a single point of contact for tenants, we also utilise the intercoms to contact tenants from the Control Room. This can be for one of many reasons, to check on a tenant's welfare, to feedback on a previous enquiry and also to enforce tenancy conditions. On receipt of a complaint from a tenant regarding another tenant we will carry out basic investigations by contacting the tenant on the intercom. This is usually in relation to noise complaints where we will ask people to be considerate of their neighbours and lower the noise, this can be very successful with people generally apologising and agreeing to stop the noise.

Another aspect of the door entry systems is that it will generate reports as to fob use and access to the blocks. We have used this information to assist Police, ASB teams and other enforcement agencies to prove or disprove involvement in incidents and also passed on information to our rents teams and neighbourhood offices in relation to abandoned properties – on numerous occasions we have confirmed that a flat is unused allowing enforcement teams to end abandoned tenancies and bring properties back into legitimate use.

As stated – to date we have had over **100,000** door entry calls where we have controlled access to the blocks. In addition **8183** intercom calls have been made from tenant's flats and **14121** calls returned where we have, advised assisted, taken action and generally reassured. We have issued **363** tenancy condition advice notices via the intercoms. We also continue to maintain over 200 secure door entry systems to help ensure the safety and security of our blocks.

Sharing Information

We carry out work on behalf of or alongside several other agencies, we have worked closely with the Police, Sandwell Metropolitan Borough Council, Sandwell Wardens, British transport Police, Customs and Excise and Centro.

We obviously also work closely with our own colleagues such as Cleaning and Janitorial staff, Rent Recovery teams, Neighbourhood Officers and Anti Social Behaviour Officers.

The aim of the Control Room is to deal with what we can at source but also involves the information we collate in the room being passed on to specialist teams who can deal with the issues we have monitored but were unable to take immediate action. We share information and intelligence with internal colleagues on a daily basis with regular visits by ASB Officers and Neighbourhood Officers undertaken to view CCTV footage and discuss intelligence and information we gather. Reports detailing the incidents captured are sent out on a regular basis for comparison, investigation and collation. The reports will identify what we have resolved, what requires action and what is for information or intelligence purposes only.

The year's total of **2741** incidents captured within the Control Room can be broken down as to what happens with that information. This breakdown can be seen below.

<u>Total ASB incidents reported</u>	2741
Incidents resolved at source	1013
Incidents passed for information	718
Incidents passed for action	937
Incidents no action to be taken	73

On receipt of this information teams can carry out the required enforcement or mediatory works required. Where necessary these

teams have obtained footage from the Control Room on no less than **109** occasions enabling them to deal with ASB cases with the added support of CCTV evidence gathered by professional Control Room Operators.

Examples of the type of cases dealt with are varied as can be seen below.

Abandoned Tenancies - Alcohol Abuse - Animal nuisance/abuse - Anti Social Behaviour - Arson - Breach of tenancy - Defecating in communal areas - Domestic Violence - Drug taking - Fly tipping - Forced entry into block - Littering - Misuse of communal areas - Motorbikes in blocks - Noise nuisance - Physical Violence - Substance Abuse - Theft - Unauthorised access to blocks - Urinating in lifts - Vandalism Vehicle nuisance - Verbal Abuse - Violent behaviour.

We also support the Rent Recovery teams and Neighbourhood offices by supplying information and door entry reports that can provide information in relation to a property and its tenants. The rents team have come to rely on us to carry out final checks before identifying abandoned properties and progressing with legal proceedings, a simple check of our systems being able to identify if a tenant has accessed a property over a specified period of time.

We have worked alongside Caretakers and Cleaners and shared information that has enabled us to concentrate on specific problems or areas on an estate. Quite often they can be the first to identify a problem and we are working on communication paths that will ensure we are always made aware of any issues they find. On several occasions this year first hand information from a Janitor or Cleaner has led to CCTV investigations, Warden Deployment, Police involvement and legal action.

Partnership Working with Tenants

As part of the restructure and centralisation of the CCTV and Concierge service all tenants were written to as part of the consultation process. Moving forward we wanted to take the opportunity to have face to face engagement with tenants and leaseholders to receive feedback in relation to the service - post centralisation.

We set up several drop in sessions both within the Control Room and on the estates that our department services. These were arranged in conjunction with Tenant and Resident associations, Police, Sandwell Wardens, ASB Officers and local neighbourhood officers.

We utilised these with the main aim of getting feedback and addressing ASB in the various areas we covered as well as taking the opportunity to advertise how the CCTV and Concierge Service can help address ASB with a responsive, multi agency approach. Visits to the Control Room were undertaken with the following;

- Housing Service Panels
- Tenant Groups
- Councillors
- Community Crime Fighters
- Sandwell Council colleagues

During these visits several comments were passed on that showed a confidence in what we had achieved and the services we were able to offer tenants from a new centrally located, improved, better managed service. Comments such as below were regularly received from various sources;

- Councillor– visiting on behalf of a tasking group - commenting that he was “very pleased with the first rate services offered to Sandwell tenants and residents”
- Tenant Representative commented he was “very impressed with the improved services we could offer” after a visit to the new Control Room

Partnership working with Sandwell Wardens

Since a partnership agreement was set up between the two service areas an extremely close link has been forged. Wardens visit us on a daily basis for intelligence based tasking and briefing sessions. Set patrol routes are laid down and agreed based on current intelligence gathered from either CCTV footage or requests for assistance from police and neighbourhood offices. We have utilised the services offered by the wardens to deal with (but not limited to):

- Low level ASB from youths, including loitering in blocks
- Urinating in lifts
- Loud music
- Animal abuse
- Street drinking
- Drug abuse
- Arson
- They have also carried out checks on our door entry systems when we have a fault which cannot be remotely verified.
- Securing blocks after doors have been left wedged open.

The wardens also offer us a responsive service. For anything that requires action but doesn't necessarily warrant a police response, the wardens will attend at the request of the control room supervisors/operators. This has been an excellent tool in aiding us to ensure tenancy conditions are met around the Borough.

Wardens have been involved in and assisted us with the following:

- Tackling severe anti-social behaviour in a High Rise block. Regular patrols and information gathering allowed action to be taken as part of a multi-agency response. Warden involvement was key to establishing the identities of the youths involved.
- Door knocking exercises on high rise estates - Wardens offered resources in terms of joining up with other agencies to knock doors in a large intelligence gathering exercise.
- They initiated our involvement with a drugs problem in one of our blocks. Intelligence received from the patrols allowed us to review CCTV footage and identify several instances of drug abuse and identify a potential drug dealer in the block.

- They responded to a male who had urinated in a lift. CCTV operators directed wardens to the male, who was made to clean up his mess, and then issued a FPN for the act.
- Wardens have accompanied us to TRA meetings to help offer reassurance to the tenants of Sandwell.
- Wardens have assisted us with a vulnerable tenant. The young lady reported spousal battery, harassment and intimidation. Wardens carried out reassurance visits and communicated with her on our behalf.
- Wardens have maintained a highly visual presence in one of our older persons block to offer continued reassurance following our centralisation to Roway Lane.

The partnership working is not limited to the examples already listed. Below are some statistics showing the responsive element of the warden service.

Month	Requests from the control room for a warden presence/response
January 2011	9
February 2011	8
March 2011	10
April 2011	17
May 2011	9
June 2011	8
July 2011	23
August 2011	15
September 2011 (so far)	19
October	16
November	27
December	30

The detail above is purely in response to specific incidents and does not take account of the numerous regular patrols carried out. This partnership continues to go from strength to strength.

Partnership Working with West Midlands Police

West Midlands Police are now regular visitors to the Control Room. We have provided the police with a first rate service where we have supplied them with CCTV footage of evidential quality on 195 occasions.

In addition we have assisted the police on a further 663 occasions in relation to various requests. These can range from camera positioning, CCTV reviews, information and intelligence requests.

We also regularly assist Police in missing person cases as well as making our cameras available for other targeted operations such as The Safer Six campaign, RIPA Operations and metal theft operations. On several occasions we have directed Police to offenders over the phone, carried out searches for offenders, wanted persons and occasionally missing children.

A full list of offences we have provided CCTV footage for can be found below;

Affray - Arson - ASB - Assault - Assault on a Police Officer - Burglary - Criminal Damage - Dangerous Driving - Death by Dangerous Driving - Drink Driving - Drug Dealing - Drunk and Disorderly - Grievous Bodily Harm - Metal Theft - Missing Persons - Possession of a Knife - Public Disorder - Rape, Robbery - Sexual Assault - Suspicious Death - Theft - Theft from Vehicle - Violent Disorder - Wounding.

All officers visiting the Control Room continue to comment positively on the professionalism of staff and quality of systems. We have a very productive partnership with the police and continue to assist them on regular occasions

Whilst several cases are still being investigated, we can however report on some offences where arrests have been made as a direct result of CCTV footage that we have shared with West Midlands Police. Detailed below are the incidents that have resulted in over 40 arrests. This report details arrests between January 2011 and September 2011

Offence	Outcome
Missing person	Missing person located safe and well
Burglary	1 Offender identified
Wounding	2 Offenders arrested.
Robbery	2 Offenders arrested
Sexual Assault	1 Offender arrested and charged.
Sexual Assault	1 Offender arrested and charged.
Theft of a TV	2 Offenders arrested
Theft of a motor vehicle	1 Offender arrested and charged
Wounding	2 Offenders arrested
Breach of non-molestation order	1 Offender arrested and charged
Driving without licence/ insurance	Vehicle recovered and 1 offender reported.
Robbery	1 Offender arrested and on bail
Assault	1 male arrested and charged with assault
Common Assault	1 Offender arrested and charged
Possession of a bladed article	Conviction - £65 fine issued
Assault	1 Offender arrested and charged.
Child Assault	1 Offender arrested and charged
Criminal damage	1 Male dealt with under ASB interventions
Burglary Other Building	1 Offender arrested and charged
Robbery	1 Offender arrested and charged
Inflicting GBH without intent	1 Offender arrested
Section 18 wounding	1 Offender arrested
Criminal damage.	1 Suspect arrested- No further Action.
Drink/dangerous driving	1 Male arrested drink drive
Metal theft	2 Offenders arrested and charged
Robbery	1 Offender arrested and charged
Theft of motor vehicle	1 Offender arrested and charged.
Assault	1 Offender arrested and on bail
Assault	1 Offender identified and to be arrested.
Assault	1 Offender arrested and currently on bail
Assault police and shoplifting	1 Offender arrested and charged
Burglary	1 Offender arrested
Drink Driving	1 Offender arrested drink Drive
Rape/Attempt	2 males arrested and charged
Robbery and damage to vehicle	2 Offenders arrested and charged.
Section 18 Wounding OAPA	1 Offender arrested and charged.
Theft from motor vehicle	2 offenders charged.
Robbery	1 Offender arrested and charged
Criminal damage	1 Male dealt with under ASB interventions

Other Services

We carry out other services; some are contracted CCTV monitoring services on behalf of Sandwell Metropolitan Borough Council [SMBC] some are private business initiatives such as Centro alongside internal arrangements or agreements. We are looking to expand our services wherever possible and have started to communicate with new partners where business opportunities may present themselves. This work will allow us to bring in revenue that helps to secure the long term future of the Control Room.

On behalf of the Council we monitor cameras that cover West Bromwich Town Centre and Wednesbury Town Centre. We collate and share information with town Policing teams in an effort to make these areas safer as well as assisting the Police with specific operations utilising the cameras we have.

New business was secured this year – the first new business we have received into the Control room. A contract we have with Centro sees us monitor over 30 cameras as well as help points and PA systems at West Bromwich Bus Station – one of the busiest of Centro's interchanges

These areas are two of our busiest Town Centres and one of the main bus interchanges within the borough. We work closely with SMBC and Centro to help make these areas safer places for the people of Sandwell – including Sandwell Homes tenants, to go about their business.

In addition to these services we also provide services to two vulnerable people housing schemes. Both Trident at Riddins Mound and the GAP project at Oldbury have benefitted from our services where we have actively supported these schemes through CCTV monitoring which has assisted the pro-active management of these vulnerable young adult housing schemes. We have advised staff of trespassers, unauthorised visitors, ASB and drug use as well as reporting other issues that assist the staff to manage these tenancies

We are currently also holding the keys for our Neighbourhood Offices as a temporary agreement that is saving Sandwell Homes the cost of a third party key holder.

CCTV Services

Our CCTV services comprise over 500 cameras covering some public space schemes already mentioned as well as our flatted estates. Cameras are located as follows;

- 215 cameras in the internal communal areas of blocks of flats
- 37 cameras inside lift cars in blocks of flats
- 47 door panel cameras that assist in controlling access to blocks
- 96 cameras covering the immediate public space surrounding blocks
- 99 cameras covering town centres, shopping areas and a bus station
- 22 cameras providing a secure environment for our own CCTV Control room

Thirty operators in six teams of five provide round the clock, seven days a week, 52 weeks a year proactive CCTV monitoring. Hours of CCTV has been passed onto our enforcement agencies, partners and colleagues to assist in tackling crime and ASB.

One of the biggest advantages of our Control Room is the responsive element to our CCTV services Talking CCTV and PA systems have been used on a regular basis – at least **60** times - to deal with incidents, disperse groups causing ASB, combat littering, street drinking, drunken behaviour, fights and illegal parking. As well as being an excellent tool we can use to resolve an incident at the time it also offers reassurance by letting the general public know that an area is monitored. This has mainly been utilised in West Bromwich Town centre but are also now able to do this on our flatted estates in communal lobby areas, lifts and areas directly outside a block of flats.

We also utilise the deployment of Sandwell Wardens [covered earlier in the report] and also call the emergency services to deal with an incident. Police – **305** times, Ambulance – **33** times and the Fire Brigade – **21** times have all been called out by our operators.

Some of our results and statistics can be seen below;

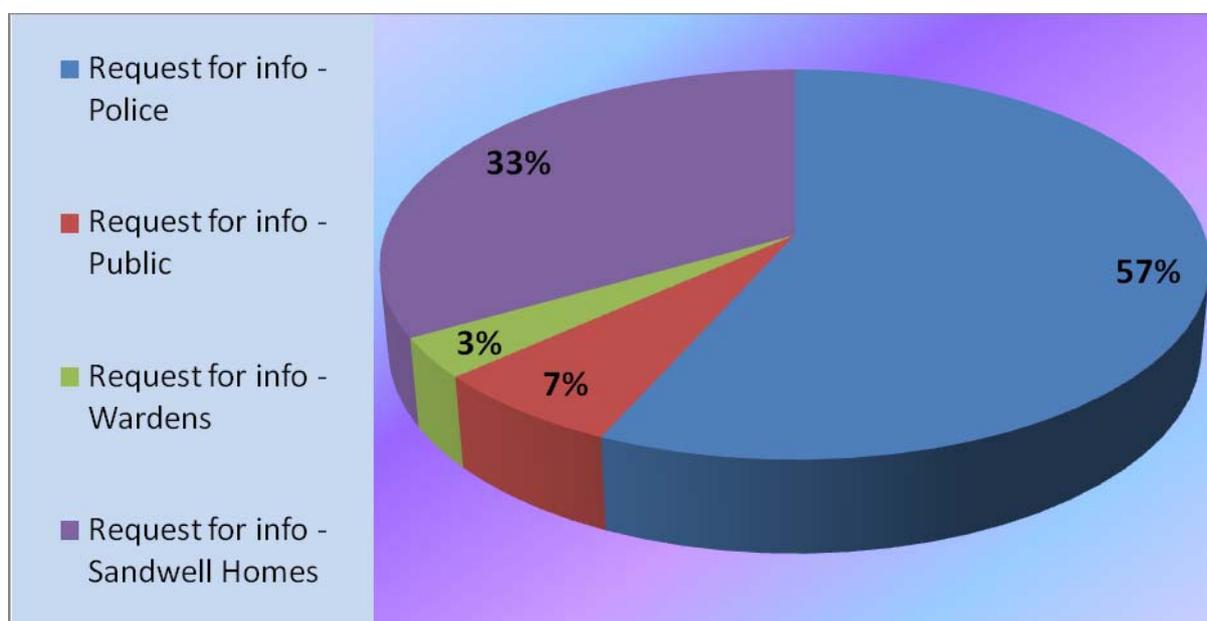
Requests for information from the Police – 663

Requests for information from the public - 58

Requests for information from Sandwell Wardens - 25

Requests for information from Sandwell Homes – 275

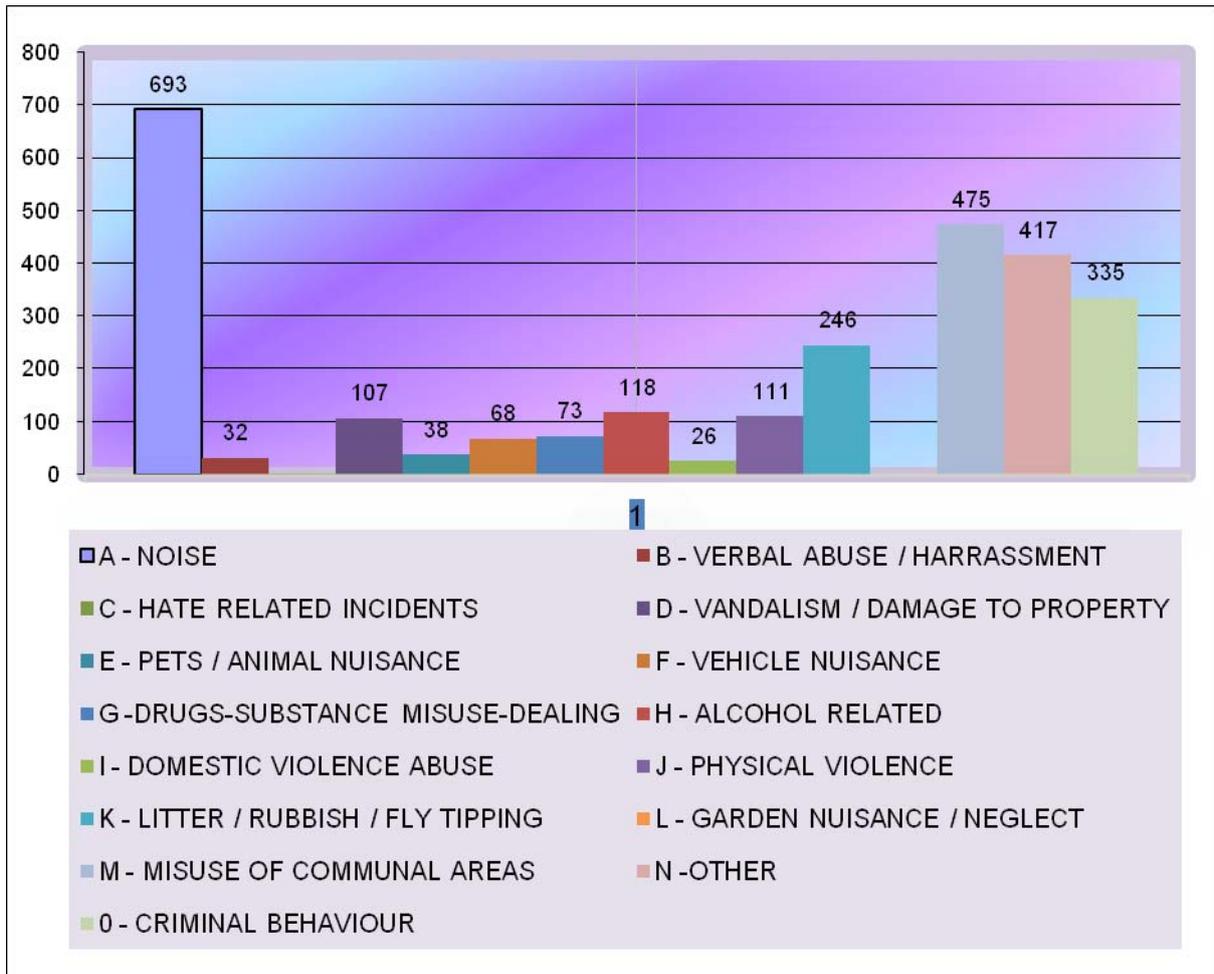
Break down of requests.....



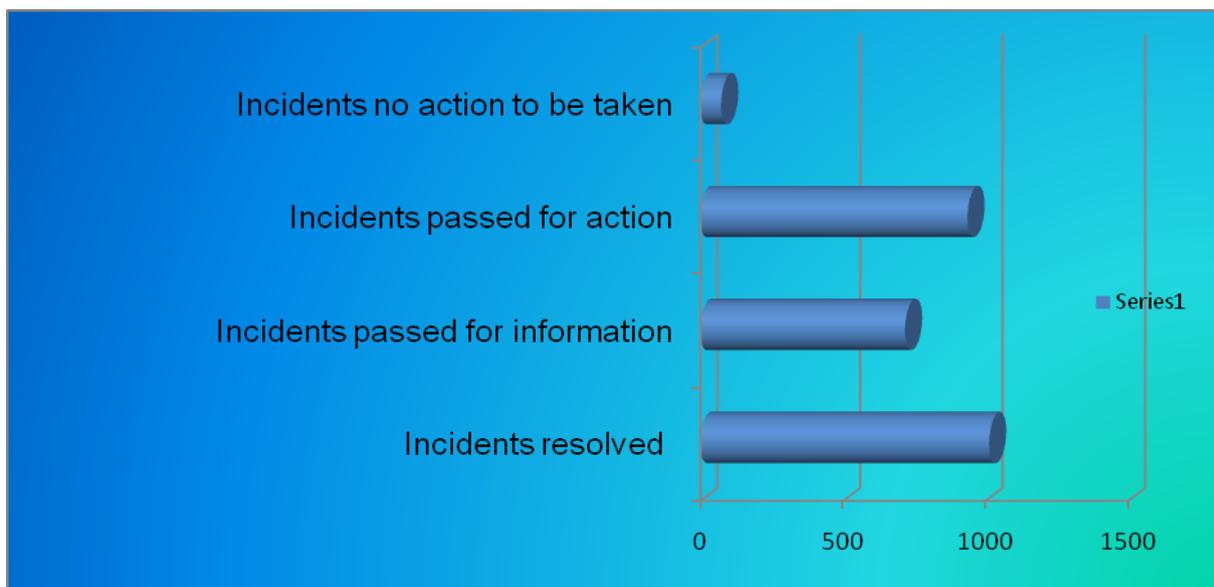
Incidents collated this year by category

TOTALS	A - NOISE	B - VERBAL ABUSE / HARRASSMENT	C - HATE RELATED INCIDENTS	D - VANDALISM / DAMAGE TO PROPERTY	E - PETS / ANIMAL NUISANCE	F - VEHICLE NUISANCE	G - DRUGS-SUBSTANCE MISUSE-DEALING	H - ALCOHOL RELATED	I - DOMESTIC VIOLENCE ABUSE	J - PHYSICAL VIOLENCE	K - LITTER / RUBBISH / FLY TIPPING	L - GARDEN NUISANCE / NEGLECT	M - MISUSE OF COMMUNAL AREAS	N - OTHER	O - CRIMINAL BEHAVIOUR
2741	693	32	2	107	38	68	73	118	26	111	246	0	475	417	335

And in graph format.....



Breakdown of incidents by actions taken....



Of all our incidents, many can be fairly straight forward that involve us passing information on, dealing with the incident at the time or storing information for later use.

We do however deal with numerous incidents that have a serious impact on those that either witness them or are involved in them. Many of these can have a detrimental impact on society if they are allowed to continue without intervention.

To close this report I would state that we have taken great pride in playing a part in intervening and assisting in dealing with several of these incidents, what follows is a selection of such events.

Incidents captured of significant note;

- Operators identified a vehicle fly tipping, information passed to SMBC to enable them to take action against the offender.
- Operators spotted a person set fire to a bin right outside a block of flats– their quick actions ensured a speedy response from the Fire Service, Footage of the culprit and his actions were made available to enforcement agencies.
- A person was monitored stealing lead from a church roof, Police were directed to the scene by our operators and an arrest was made. Operators also directed Police to an accomplice who was trying to hide from Police.
- Operators deployed Police and Wardens upon receiving a call from the children of a tenant who was being beaten by her partner, Wardens and Police on site in minutes and arrest was made. Further information passed on to the local Neighbourhood Office to enable them to follow up.
- Operators directed Police to a large scale fight in a town centre where a hammer was utilised as a weapon, Police were advised of the culprits clothing and description and an arrest was made. CCTV evidence further assisted the Police in this case.
- A male was monitored slumped in his car seat – emergency services were alerted who came and attended to the person.
- Operators alerted Police to the use of an airgun being shot from a flat balcony. Location and perpetrator details were passed to assist the Police in dealing with the matter.

- Following a large scale disturbance where operators had spotted the use of weapons, CCTV footage was compiled for Police who were then able to make several arrests. Further information passed on to Anti Social Behaviour teams meant Sandwell Homes were able to work with some of the offenders and their families.
- A large disturbance again involving the use of weapons. Our CCTV footage enabled the Police to identify the offender who used a hammer to assault another person.
- Operators alerted Police to a gang attack where a youth was being beaten; a swift response from the Police halted the attack.
- After identifying 2 missing girls on camera, Police were alerted to their whereabouts enabling them to be found.
- In Wednesbury we monitored a group of youth's causing damage to stalls in the market area, on this occasion Sandwell Wardens were deployed who were able to gain the youths details for further action to be taken.
- Following an incident where a youth was monitored throwing stones at members of the public from a shop roof Sandwell Homes worked with the Police to identify the offender. Home visits were carried out to work with the offender and his family to curb his behaviour.
- Criminal damage being carried out on one of our cameras was monitored and information passed to Police. Person arrested and charged with criminal damage, 2 week prison sentence followed due to this incident breaching bail conditions.
- On receiving an intercom call reporting domestic abuse from a very distressed tenant our operator kept them calm whilst a call was made to the police who attended and dealt with the perpetrator.
- During a camera patrol our operator spotted a person drug dealing from a push bike, their actions were monitored with excellent CCTV footage being captured. Police were alerted to the incident and the footage was made available to enable arrests to be made.
- Police were alerted to an incident where a person was monitored with a firearm in their property.
- On witnessing a person urinating in a lift Wardens were requested to attend. Operators were able to ascertain the flat the person was

visiting and the Wardens used this information to identify the culprit. The culprit was made to clear up the mess he had left and received a fixed penalty notice.

- Operators received a distressing call where children reported being left alone in a flat – Police were deployed to deal with the incident whilst operators spoke to the children via the intercom.
- Operators alerted Police to a person in a town centre who had been monitored concealing a handgun – a Police armed response followed and an arrest was made.
- A tenant advised us via the intercom that he had witnessed a person carrying an offensive weapon in a lift. Police were advised of an individual carrying a weapon and their location enabling them to take action.
- A tenant advised us via intercom of a concern they had regarding a neighbour who had threatened suicide. Details passed on to Police who attended to assist.
- Operators alerted Police to an individual wandering the streets in Smethwick carrying a machete. Police deployed officers to search for the individual.
- After monitoring a congregation of individuals racing cars on public streets and receiving several reports from tenants Police were alerted to a large illegal gathering.
- Operators received a call via help points in West Bromwich bus station from a woman stating she was being followed. Reassurances were given and cameras utilised whilst Police were asked to respond.
- The Sandwell Homes Control room was utilised by Police to assist in directing resources dealing with large scale civil unrest in West Bromwich. Excellent partnership arrangement led to several arrests being made and enabled the Police to effectively deploy officers in response to events being monitored.
- A person was spotted being bundled into the boot of a car by 2 others – Police immediately called with descriptions of vehicle and offenders enabling Police to intercept the vehicle and halt a kidnap.
- Following a mass brawl outside a town centre nightclub resulting in a person suffering a stab wound to the head, on duty operators

directed Police on the ground via phone directly to the perpetrator and weapon involved.

- Operators witnessed a female being carried out of a flat by 2 accomplices, female unconscious following drugs overdose – her accomplices dumped her outside the block and fled the scene. Operator's swift actions and calls to emergency services potentially saved the life of a woman who required adrenalin injections to bring her round. Police on the ground were directed to the accomplices found hiding further down the estate.
- On witnessing a child being struck violently by an adult, Police child abuse teams were alerted. CCTV footage provided enabled the Police to take action against the perpetrator. During their visit attention was drawn to a further incident involving another assault on a child in a lift and footage supplied to enable Police to take action.
- We received a call from a tenant at the door entry advising that they had found a lost child. The tenant stayed with the child keeping them safe while we contacted the emergency services. The child was shortly reunited with their parents.
- On spotting an elderly male collapsed on the floor our operators alerted the emergency services. Tenants exiting the lifts also assisted in attending to the gentleman.
- A male forced his way into a vulnerable housing scheme. After kicking his way through the door he was abusive and threatening – we called the police who attended quickly and made an arrest.
- On monitoring and reporting a male who had spat up the walls of a lift the tenant was called in. The tenant turned out to be the mother of the culprit – she insisted on taking a still image of the incident so she could take it home and pin it on her son's bedroom wall to shame him!
- A call was received from a tenant who was potentially suicidal, very upset and threatening to jump out of her window. The team on duty all played a part in dealing with a very difficult situation. Our operator kept her talking and calm while a second operator contacted the emergency services. A third operator assisted his colleague by writing down suggestions to discuss with the upset tenant.

- A group of youths were monitored brandishing a gun – police were called who attended and confiscated an imitation firearm.
- A tenant was monitored carrying an air rifle into the block. Police attended and confiscated the gun – further action saw the introductory tenancy ended.
- Several instances involving large groups racing cars along a West Bromwich street were monitored and evidence passed on to Police allowing them to take action.
- After monitoring a male entering flats with a suspicious package that looked like stolen metal the Police were called who made an arrest – the suspect later admitted to 5 other metal theft offences.
- 2 males were seen beating another male to the ground and robbing him. Operators monitored the perpetrators as they left the scene and directed Police to their whereabouts and arrested them.
- A tenant collapsed on a landing, the worried neighbour contacted us – we phoned for an ambulance and kept the caller calm.
- After persistent instances of a tenant urinating in a lift we collated evidence for our ASB team who arranged for the cleaning costs to be re-charged to the culprit.
- 2 males were spotted carrying large cannabis plants out of a block of flats into a waiting car in the early hours of the morning. Police were called who attended and made arrests and confiscated the drugs.
- Following a robbery we were able to assist the Police in identifying and confirming vehicle whereabouts in connection with the robbery – several hours of footage were supplied to the Police to aid their investigations.
- Operators spotted a man suffering from a seizure on the steps of a Metro station. Ambulance services were rang and directed to the person.
- On receiving a call regarding a robbery where an elderly lady had been injured one of our supervisors checked all of our cameras that may have covered any escape routes for the perpetrator. The suspect was spotted and Police were directed to his whereabouts where an arrest was made.
- Following months of work alongside West Midlands Police, Sandwell Wardens and local neighbourhood offices, enough

information was collated regarding drug use in a property enabling action to be taken against the tenant. Information we collated was also used as part of the Police case that led to the property being raided and drugs and weapons being found.

- 2 young boys were spotted setting fire to an empty pram and pushing into a lift. Operators contacted the fire brigade immediately. CCTV images were shared with Sandwell Wardens, Police and local neighbourhood offices and the youths were identified enabling Police to take appropriate action.

End of report

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