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By Email

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Dear DMC Rep,

Responsive Security Patrol Steering Group

December 2018 saw the new five-year security contract awarded to [Croma Vigilant](#) and commenced on January 8th 2018. DMC members worked alongside Council Officers participating in the tender shortlisting and interview

Rebranded Security Response Patrol (SRP), formally Housing Patrol remains with the deployment of four units per shift.

Some key changes to service delivery will be immediate whilst others on a phased approach:

- Deployed with Body Worn Video (BWV)
- Callers reporting ASB provided with a URN (unique reference number)
- High visibility outer clothing for easier identification carrying out foot patrol
- Implementation of CSAS, [Community Safety Accreditation Scheme](#)
- Prominent vehicle livery and vehicle tracking
- Tasked identified 'Hot Spot' locations
- Extended operational hours
- Vehicle [Dash Cams](#)

The council takes the concerns of our residents seriously. One of the new ways of service delivery will be quarterly RSP Steering Groups meetings. These meetings will be held centrally with sufficient facilities, we would like to invite four residents/leaseholders from each DMC area.

The steering group will demonstrate to stakeholders' milestones, achievements, challenges and performance throughout the life cycle of the contract. It will be a focal point for residents to air their views, be listened to and concerns resolved.

Croma Vigilant have committed to having one of their company directors attend providing the opportunity for residents to encounter a face-to-face relationship with council and contractor.

Croma Vigilant Operations Director was recently awarded Dumfries & Galloway Life Awards Business Person of the year. Croma Vigilant also won "Event Security Team" of the Year at the Security & Fire Excellence Awards, both achievements in 2017.

To kick-start this collaborative working we would be grateful if each DMC provide a maximum of 4 residents. Any attendees who wish to remain anonymous may do so. Please submit expression of interest to Deborah Pyne or myself (emails below) by the Wednesday 31st January.

In order to maximise best use of time set aside for these meetings and forge relationships, if Reps obtain questions residents have (not just those attending) and submit to us by no later than 15th February, we will collate, with answers and or data.

Responses to questions will be delivered in a presentation format, with the opportunity to raise additional questions coming out of the presentation. Those attending may, should they choose have questions not already submitted to the council where we will endeavour to answer

This is the suggested way we can work together to help make the RSP Steering Group a pioneering success, improving the quality of lives for the people who live, work and visit Camden – Supporting our communities.

Please forward your name and email address to Deborah Pyne if you wish to be considered for the RSP Steering Group to Deborah.pyne@camden.gov.uk or Stephen.smith@camden.gov.uk

King regards

Stephen Smith
Acting Head of Property Services
London Borough of Camden

Camden tenants and leaseholders wishing to use this service should do so by contacting Camden Council on; 0207 974 4444.