

Minutes of Hillingdon's Older People's Assembly
17th September 2019
Council Chamber, Civic Centre, Uxbridge

1.	<p>Welcome</p> <p>Marion Finney from the Customer Engagement Team introduced herself as the Chair and welcomed everyone to the meeting. She went through the agenda and explained the purpose of the Older People's Assembly which is to hear about services and activities that the Council and its partners provide and also an opportunity for residents to help improve and shape services for the future.</p> <p>Marion reminded attendees if they wished to report issues and service requests to call in on the main switchboard number 01895 250 111, or do it online as we cannot discuss individual issues at the assembly.</p> <p>She informed the assembly that the Leader sent his apologies as he couldn't attend.</p>
2.	<p>Presentation 1: CCTV operations and investment in the borough Mr C Cairns - CCTV Manager from LBH Aaron Stevens - Works Director from DSSL Group</p> <p>The CCTV Manager introduced himself and spoke about his background and history working as a police officer in Hillingdon.</p> <p>Aaron shared information on the technical operations of the CCTV system, the functionalities and highlighted the high resolution quality images produced by the cameras. The focus of the presentation was centered around, HD CCTV images, recent evidence downloads, housing estate benefits, support and increased safety for Police and Automatic Number Plate Recognition (ANPR).</p> <p>He went on to praise the quality of the CCTV footage within the borough saying it was of high quality and is exemplary.</p> <p>Below are the key points of the presentation</p> <ul style="list-style-type: none">● CCTV is an important safeguarding mechanism we use for prevention

	<p>of crime. It is covered by legislation which has many stipulations. The Council do not monitor people in their own private residence. A majority of cameras are town centre based for the monitoring, prevention and detection of crime.</p> <ul style="list-style-type: none"> ● Hillingdon Council do not routinely provide CCTV to the general public, however footage may be available under a Subject Access Request or Freedom of Information request in certain circumstances. CCTV footage is generally provided if a request is made through your insurance company or through the police. ● Hillingdon have the use of Housing CCTV, Corporate CCTV, Town Centre CCTV and Automatic Number Plate Recognition (ANPR). The borough currently has 16 ANPR cameras which are number plate recognition cameras with another 9 under review. ● The current wireless and fibre network allows the control room staff to view and control high definition (HD) images across the entire London Borough of Hillingdon network, with over 1400 HD CCTV cameras which are manned 24/7. A majority of these cameras are live streamed into the CCTV control room. ● Cameras that are situated on top of high rise blocks also have the capacity to have a panoramic view. ● CCTV has helped in road traffic incidents and major criminal investigations. ● Cameras are also placed in very strategic routes around the borough to help create a ring of steel, so when vehicles come in from neighbouring boroughs, it is easier to share intelligence with the police. The council has intelligence gathering and sharing with the police on a daily basis. ● Signage is always put up when a camera is installed in an area. ● Still images were shown to highlight the quality of the cameras at various times in the day. <p>Residents were encouraged to email any information they may have directly to the CCTV mailbox at cctvroom@hillingdon.gov.uk</p>
<p>3.</p>	<p>Presentation 2: Trading Standards: Rogue traders and enforcement Mark Gloc and King-Yip Cheung from LBH</p> <p>Both gave an overview of the work they do and shared some advice on things to look out for when approached by people posing as traders at your</p>

	<p>doorstep.</p> <p>A short clip capturing the dangers of encouraging doorstep trades people was shown to the residents with a view to give a greater insight into how things can go wrong when rogue traders befriend you.</p> <p>Below are the key points of the presentation.</p> <ul style="list-style-type: none"> ● If you are cold called by rogue traders, contact the police or Trading Standards with as much information ● It starts from a very small job then turns into a big job that you might not be able to afford to pay for ● Victims life savings can be lost to rogue traders, so don't trust cold callers ● Fraudsters may trick you by their appearance, glossy brochures or smooth talking. ● Always ask for identification when visited by various personnel. If you are not satisfied, do not open the door as you are under no obligation to do so. You can also call their customer service department to confirm that it is a genuine visit. Most utility companies will allow you to set up a password scheme. ● Never agree to any work that may be deemed as urgent. Contracts made in the home usually have at least 14 days cancellation period: contact Citizens Advice Service on 0345 404 0506 for advice. ● Use a check a trader approval scheme such as Buy With Confidence https://www.buywithconfidence.gov.uk/ or contact the Citizens advice service about Trusted Trader Scheme. ● Obtain several quotes for major jobs ● Sign up to OWL with your neighbours at www.owl.co.uk to receive regular updates on local crime and ways to avoid becoming a victim. ● If you are suspicious of anyone, never let them in. If you think you are at risk of a fraud or you feel under threat, contact the police on 999. ● Officers shared real life stories of how rogue traders operated and what happened to them when they were caught and brought to justice.
4.	<p>Presentation 3: Age UK, Trusted Trader Scheme</p> <p>Tina Smith - Director of Services Age UK HHB</p> <p>Tina introduced herself and talked about the Trusted Trader scheme that</p>

Age UK offer to elderly people. The Trusted Trader Scheme is a one-stop directory specifically for older people.

Below are the key points of the presentation.

- Users are required to sign up to the scheme
- Services and products of the scheme are tailored to meet older people's needs.
- There is a great selection of different businesses from the typical traders like plumbers, carpenters, gardeners, and electricians right through to cleaners, hairdressers, and solicitors.
- It is recommended you call at least three businesses so you can get a good idea of the range of costs and services.
- If going ahead with any work be sure to get a full written quote and a receipt of any payments you make.
- All traders on the scheme are regularly checked and monitored. They are verified with references and insurances. They are required to sign up to a Customer Charter, Terms and Conditions and provide 2 references before they can be added to the register.
- If you wish to access the scheme, you can call the Age UK Hayes office on 020 8756 3053. Or email enquiries@ageukhbb.org.uk
- If you are a company interested in joining the Age UK London Business Directory or if you have a business you would like to recommend, please call 0800 334 5056 or email businessdirectory@ageuklondon.org.uk. All profits made from the site will go to Age UK's in London to help improve the lives of older people in their communities.

5. The following questions were asked and answers given:

Comment: I have used the Age UK Trusted Trader service and it was very good, I had no problems at all. I will recommend that people use it.

Q1. How can one get a CCTV installed in the area where they live?

A1. This depends on a number of factors. We do not routinely install CCTV, unless we receive a number of Member enquiries or reports that have been made. Unfortunately we do not have that amount of cameras to service

	<p>every single road however we would review each application upon its merit on an adhoc basis.</p> <p>Q2. How do you stop unwanted calls, there has been an increase in cold callers trying to solicit one business or the other.</p> <p>A2. We advise residents to hang up the phone or make use of the call barring service.</p> <p>Q3. Do we have CCTV in the local public parks? As winter approaches, the underpass by Minet Park gets darker and it can be very scary or perceived dangerous to use.</p> <p>A3. There are CCTV installed in some of the parks across the borough but Minet is not one of them. If you feel there is a need for one to be installed, please put in an application or you can go through your ward councillor and we will look into the request when it's received.</p> <p>Comment: The trusted trader scheme is a very good service. Can photo ID's be provided to residents using the service so workmen can be easily identified. Maybe you can add their photos on the website when it goes live for the public use.</p> <p>Response: It is a good point. Age UK advice that residents get a couple of quotes to compare ensuring you get value for money. I will feedback the idea of including photos to the names of traders.</p>
6.	<p>Date of the next Assembly:</p> <p>Tuesday 10th December 2019 From 2pm to 3.30pm (registration from 1.30pm) The assembly will be held in the Council Chamber</p>

Welcome

Older People's Assembly

17 September 2019



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Agenda

- 1:30pm: Registration, refreshments and Stalls
- 2:00pm: Welcome
- 2:05pm: **Presentation 1: Community Safety - CCTV operations and investment in the borough**
Mr Cairns from LBH
Aaron Stevens - Works Director from DSSL Group
- **Presentation 2: Trading Standards: Rogue traders and enforcement**
Mark Gloc and King-Yip Cheung from LBH
- **Presentation3: Age UK : Trusted Trader Scheme**
Tina Smith - Director of Services Age UK - HHB
- 3:15pm: Questions & Answers and Discussions
- 3:30pm: Close



Reporting issues and service requests

- Council Main Switchboard and out-of-hours service: 01895 250111
- Key Contact Numbers - inside back cover of Hillingdon People
- Do it online 24/7 at www.hillingdon.gov.uk

Questions & Answers and Discussion



Next Assembly

Tuesday 10 December 2019

**Registration and refreshments
at 1:30 to 2:00pm**



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**Thank you
for attending today**



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CCTV SYSTEMS

THE INTEGRATION OF

- HOUSING CCTV
- CORPORATE CCTV
- TOWN CENTRE CCTV
- ANPR





Topics of discussion

- HD CCTV images
- Recent evidence downloads
- Housing estate benefits
- Support and increased safety for Police
- ANPR

System integration and design

The current Wireless and fibre network allows the Control Room staff to view and control HD images across the entire London Borough of Hillingdon Network. With over 1417 HD CCTV Cameras viewable across the following areas.

Uxbridge Town Centre

Manor Farm

Northwood Town Centre

Libraries

Harefield Town Centre

Sheltered Housing Schemes

Hayes Town Centre

Housing High Rise Blocks

West Drayton Town Centre

Green Spaces, Sports & Culture

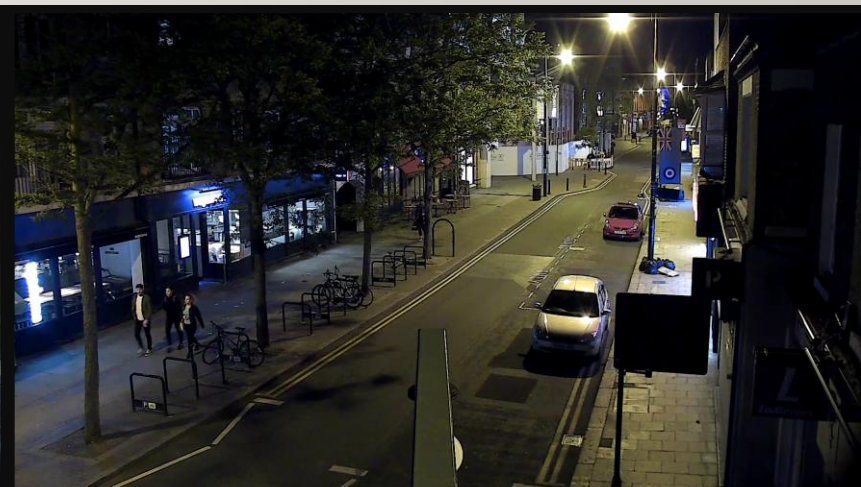
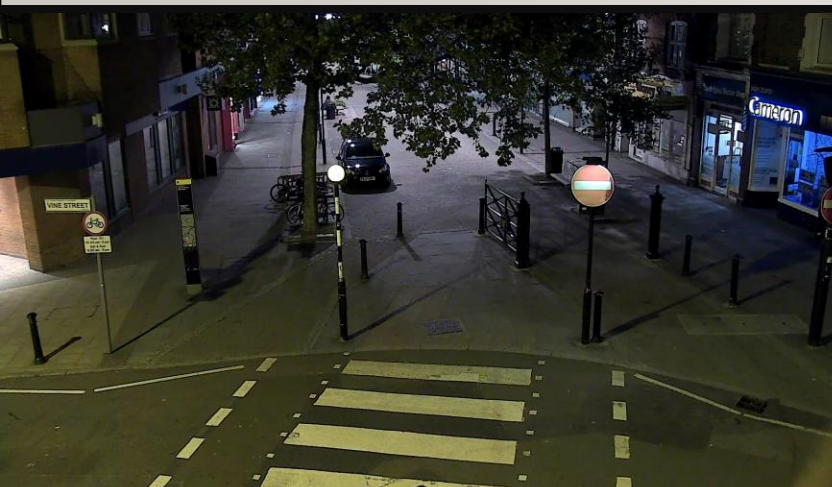
Yiewsley Town Centre

Mobile Cameras

Ruislip Town Centre

Civic Centre

Uxbridge Town Centre – night time images



Uxbridge Town Centre – day time images



HOUSING ESTATE COVERAGE

- Estate Overview

- 24/7 Live coverage

- Extra coverage of suspects path

- Capability for remote PA System and ground floor images.



ROOFTOP CCTV DEMONSTRATION

Wide angle view



View vehicle and registration details from over 350 meters

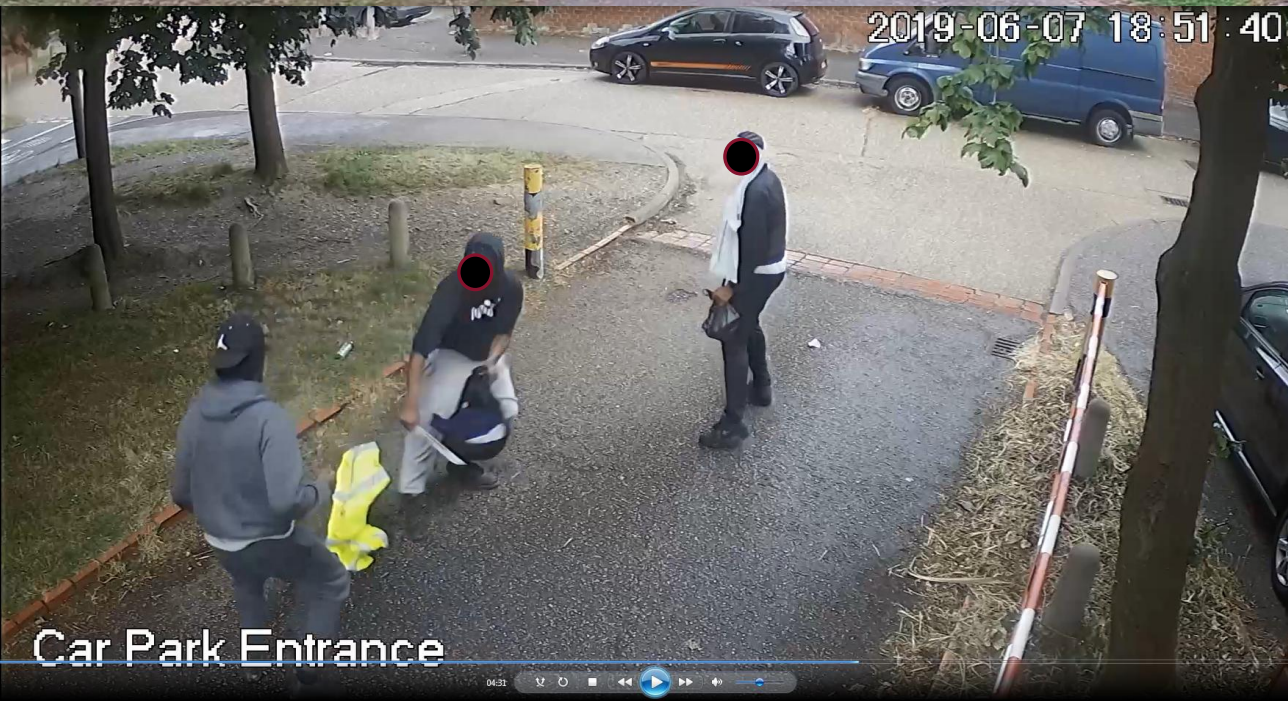


Zoomed image

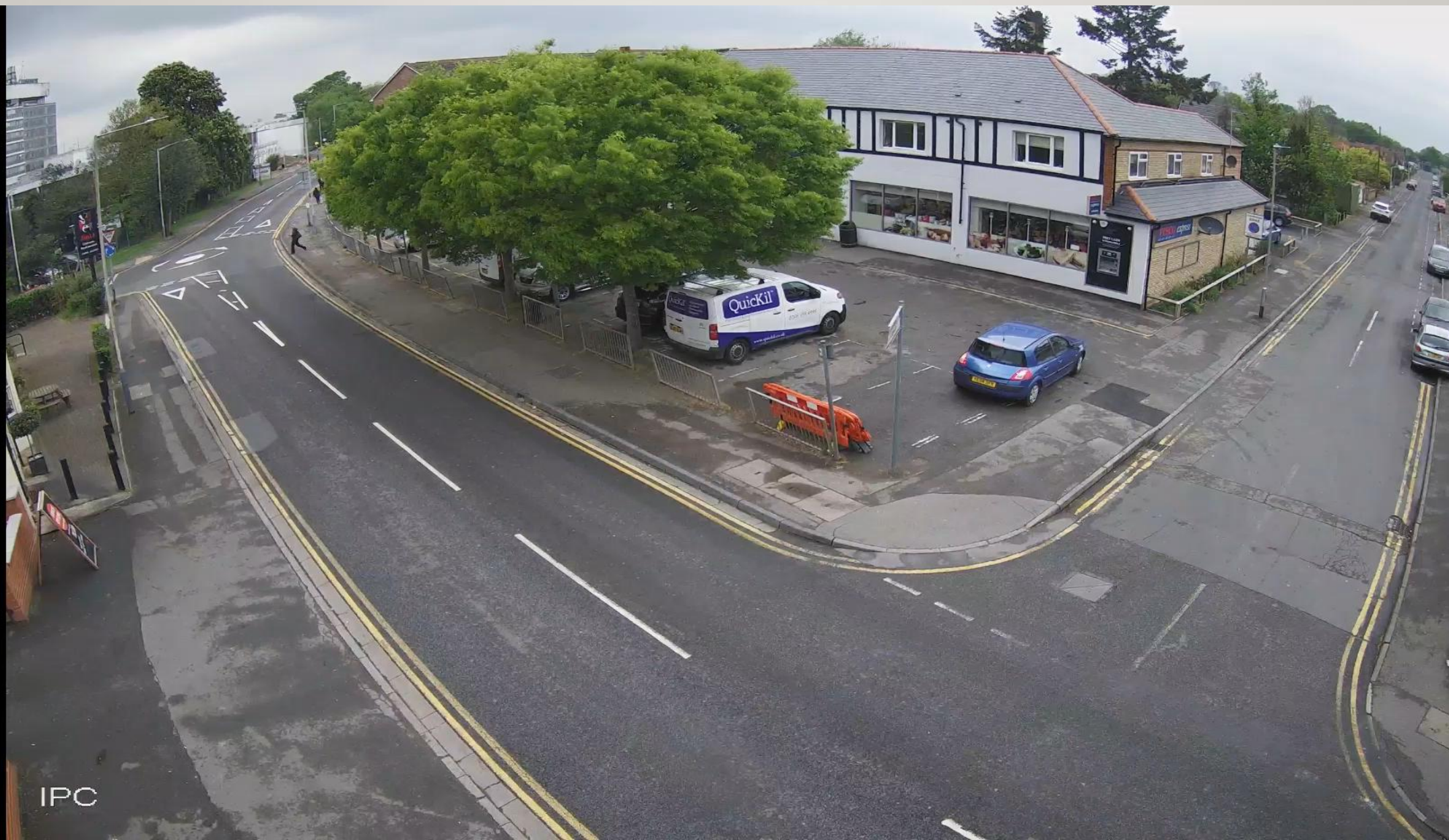
ROOF TOP CCTV DEMONSTRATION



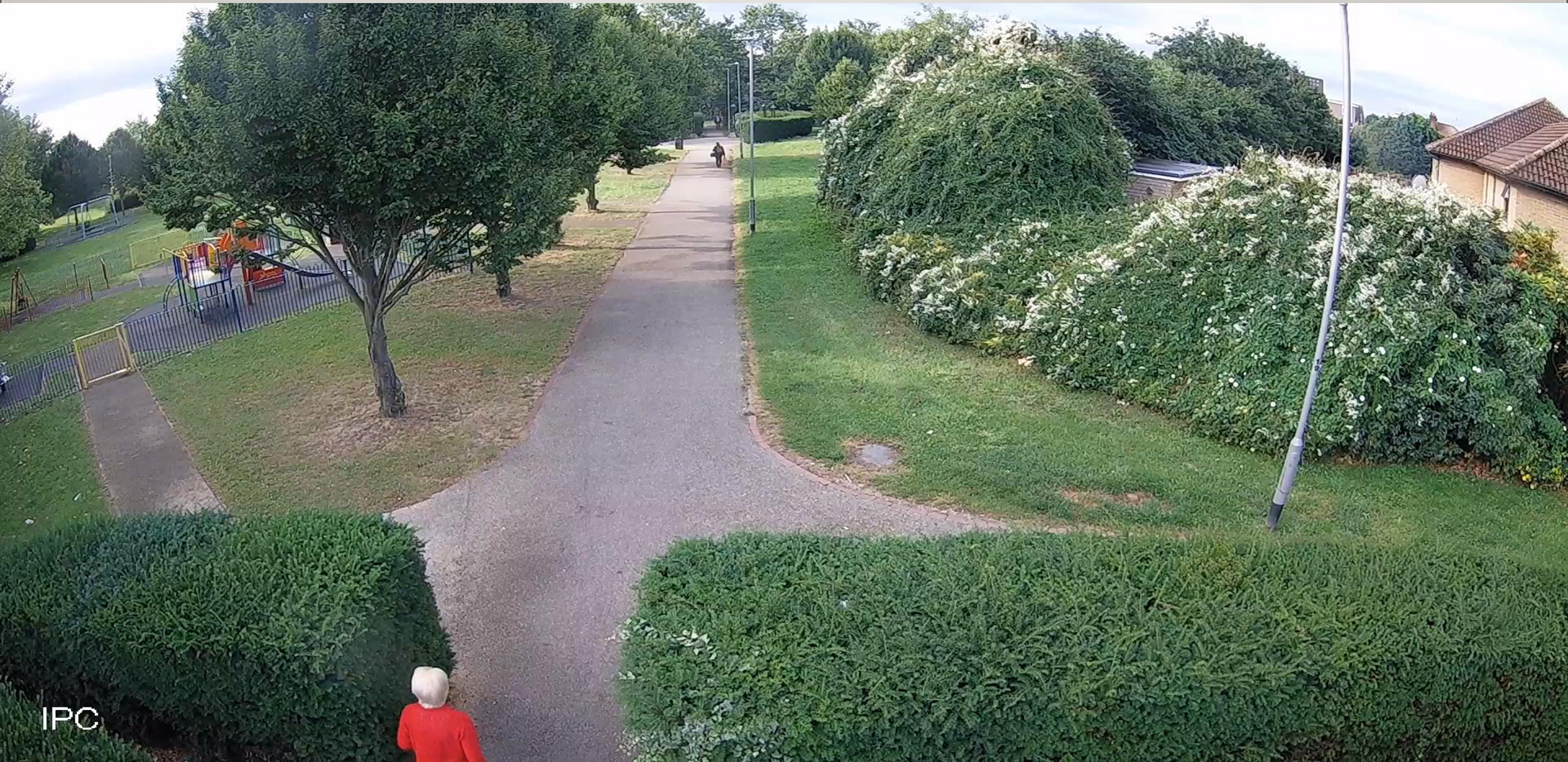
Recent Incidents caught on CCTV



Newly installed DSSL Fixed camera unit captures attempted bike theft



Attempted robbery Lombardy Park



Road Traffic Accidents captured on CCTV



Road Traffic Accidents captured on CCTV



Road Traffic Accidents captured on CCTV



Vandalism to CCTV



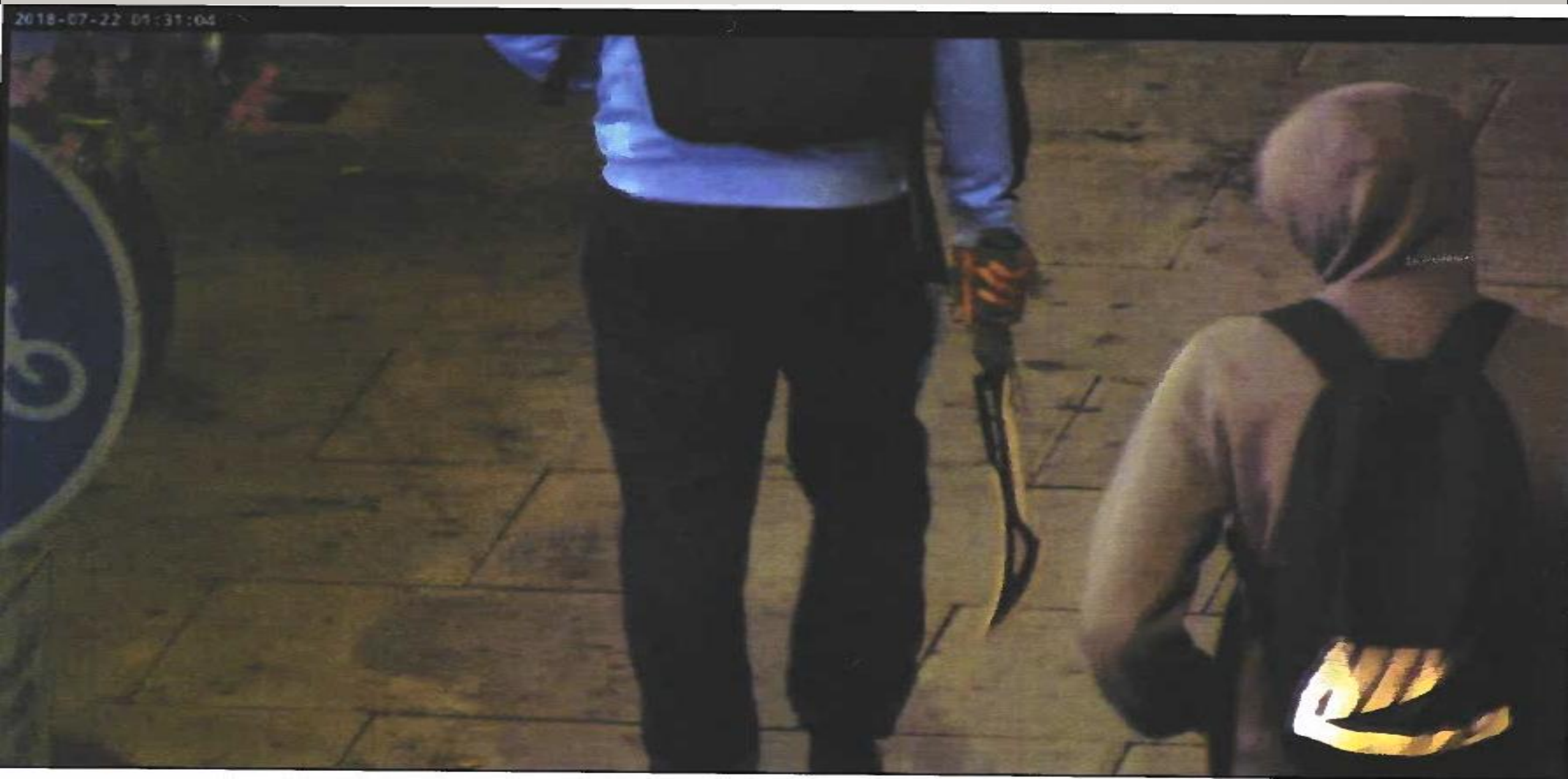
Evidence caught on camera



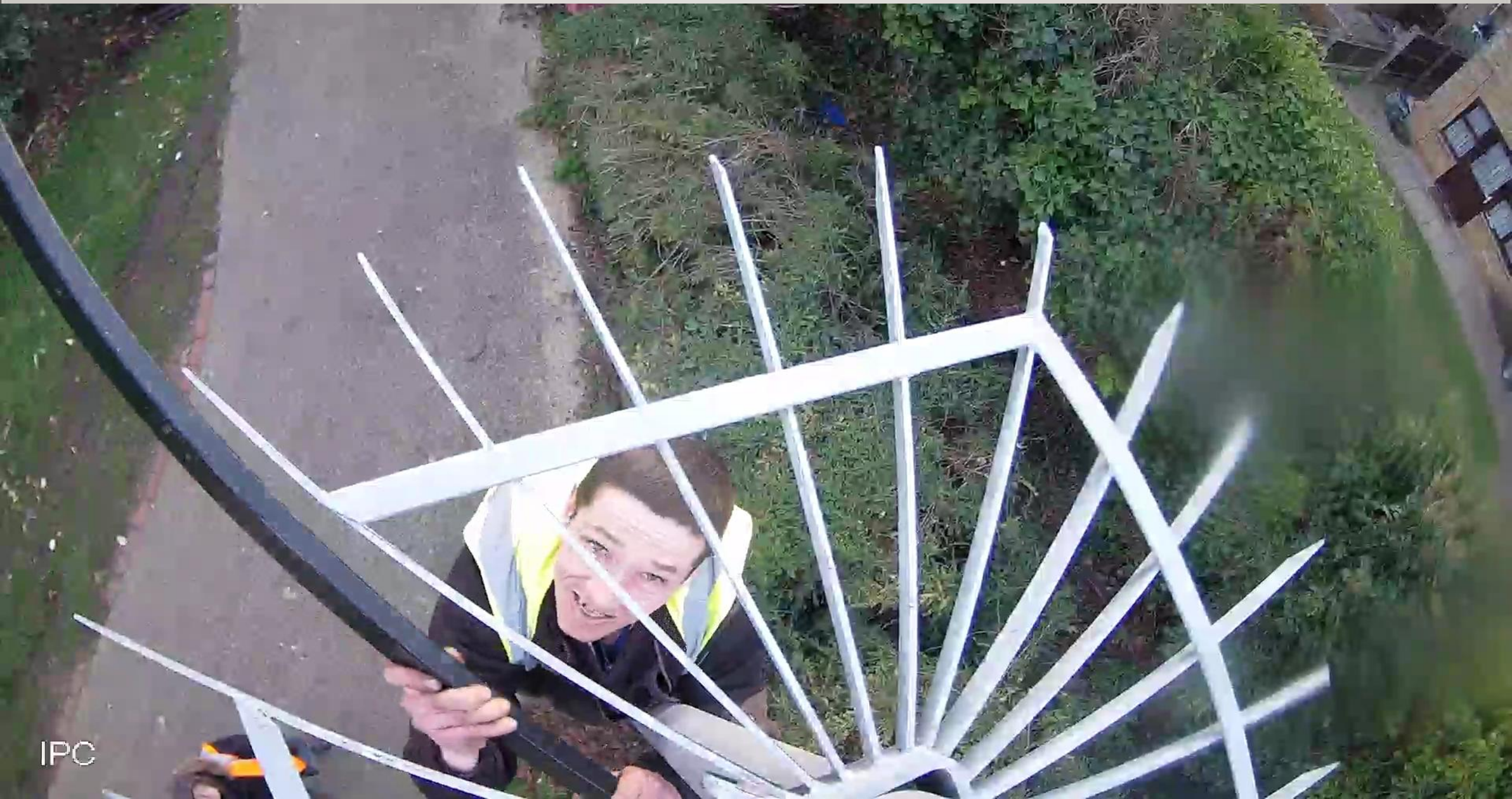
Evidence caught on camera



Close up image of evidence caught on camera



Vandalism to CCTV



SUPPORT AND INCREASED SAFETY FOR POLICE

The new system allows 24/7 access on all major Housing and Corporate sites.

Police are currently utilising the control room when required for operations.

Civic Centre Control Room staff can also push live images through to Met Police Control Rooms. (Hendon and Bow)

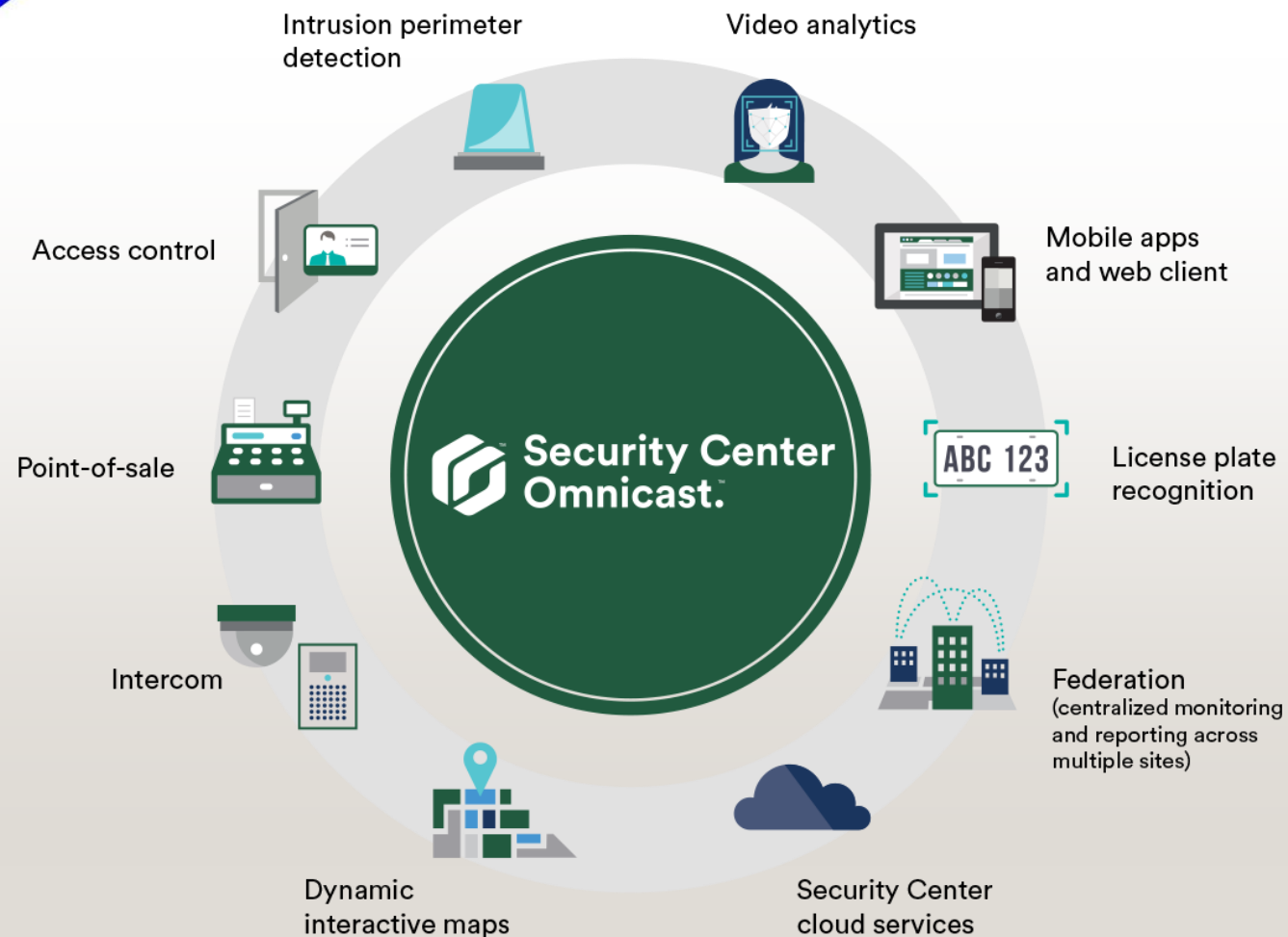
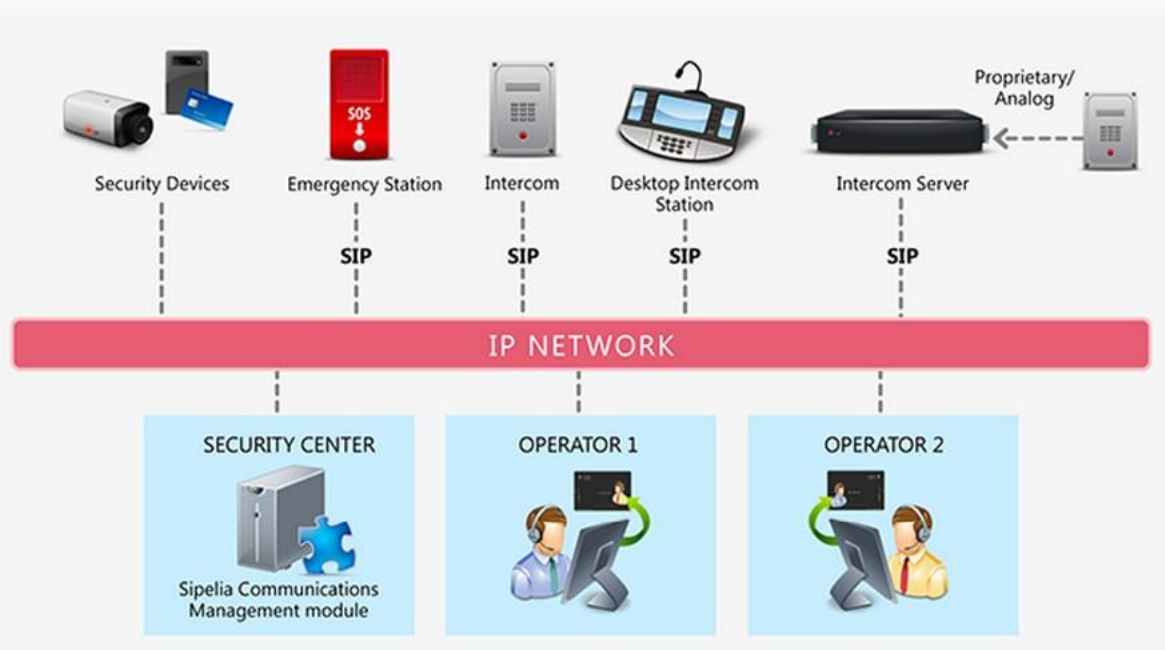
New Control Room design allows a viewing station to be utilised by Police when required enabling overt and covert operations to be completed with ease of a new Control System in a fully furnished modernised Control Room.

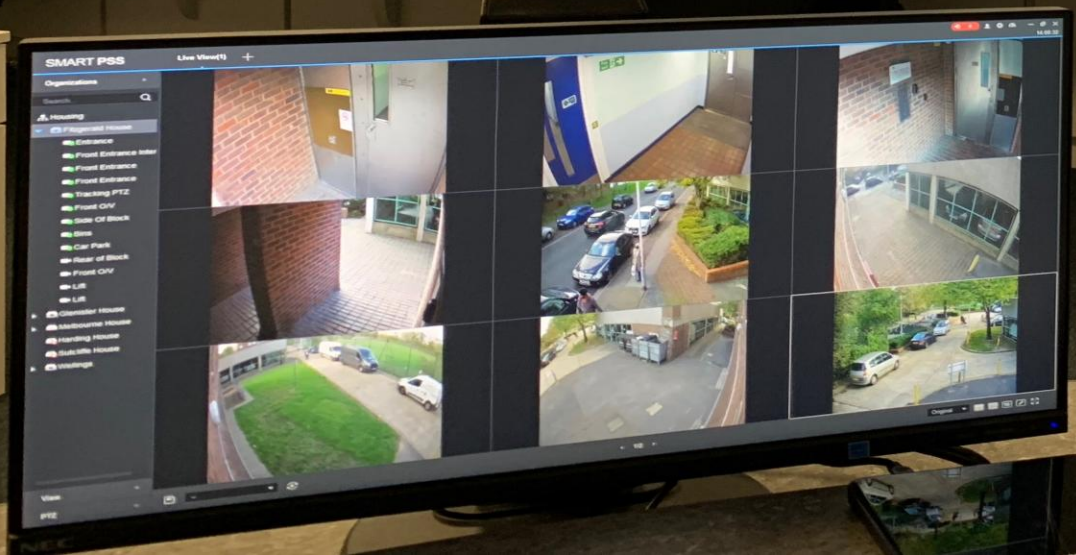
Opportunity to integrate Mobile CCTV vans with thermal imaging and tracking cameras can be viewed in the Control Room.





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Advanced Reporting

Accelerate investigations, rapidly identify license plates present near crime scenes and review patrol route efficiency with AutoVu's ALPR reports.

Vehicle Behavior Analysis

Automatically detect suspicious vehicle behavior, such as speeding or traveling in the wrong direction, and speed up security response to potential threats with AutoVu's advanced vehicle analytics.

ANPR CAMERAS BOROUGH WIDE

Augmented Video Surveillance Cameras

Transform standard video surveillance cameras into ALPR units and read the license plates of vehicles moving at speed up to 15 MPH with AutoVu™ Plate Reader Cloud.



Unified Interface

Increase your security team's situational awareness by automatically displaying live and recorded footage from video surveillance cameras located around your ALPR units when a vehicle of interest is detected.

Locally managed at the Civic Centre
To assist tackle local crime in the area
Automatic alerts to control room staff
Integration with Police ANPR Database



Local Trusted Traders

Age UK HHB Tradespersons Directory



Background

- Developed to provide a one-stop directory specifically for older people
- Aim to make life easier for older people, their carers, families or friends
- Services & products tailored to meet their needs



Sign up

- Traders are checked & monitored
- 2 references
- Current & valid insurance
- Proof of trade membership
- Signed Customer Charter
- Signed Terms & Conditions
- Feedback forms
- Complaints process



How to Access

- Call the office in Hayes 020 8756 3040 or 020 8756 3053
- Email enquiries@ageukhbb.org.uk
- List updated & growing



Trading Standards Service

Mark Gloc

King-Yip Cheung

Senior Trading Standards Officers



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- 10 minute Youtube video : Spot the Signs of Financial Abuse (Kent CC Public Protection)
- Be Aware of Fraudulent Cold Callers Warning Letter (L.B. Hillingdon) (See handout)
- Recent Rogue Trader Conviction (Article on Internet) (See handout)
- Several Layers of Protection

Useful links

- <https://www.youtube.com/watch?v=qYvsuynSJQs&feature=youtu.be>

"What you have seen in this video is an extreme situation. It's not to scare you but its just an example of how rogue tradesman can befriend you.

We just wanted to highlight what could happen and who to contact if you ever experience this situation.

Contact the Police or Trading Standards."

Useful links

- https://northwoodresidents.co.uk/images/stories/DocsLink/Bogus_Caller_Warning.pdf
- <https://www.wimbledonsw19.com/#!/pages/wimbledonsw19:info:me rtonroguebuilderjailed001>
- <https://www.buywithconfidence.gov.uk/>
- <https://www.owl.co.uk/>

Thank you



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