

Huntingdonshire District Council and Cambridge City Council's Control Room

Authority: Neil Howard

Revision 7 Issue: 18th February 2026

Page: 1 of 1

QUALITY POLICY STATEMENT

The Control Room of Huntingdonshire District Council and Cambridge City Council maintains a comprehensive and effective service and ensures that the service is adequately managed and resourced to meet the demands made upon it.

It is the aim of the Control Room to sustain client needs and satisfaction. It is committed to the documented Management System, the requirements of BS7958:2015, Biometrics & Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' 2021, ISO9001, BS7960, BS7984-1 and to continuous and continual improvement. Progress against agreed objectives and targets shall be presented for review at the regular management review meetings and any changes to the defined objectives and targets agreed.

All staff shall be given adequate time and resource to ensure the documented Management System is implemented effectively.

To achieve the Council aims and objectives the Control Room has set specific service goals. These shall be reviewed at staff appraisals and at the management review meeting.

The Quality Policy Statement shall be made known to all staff. Changes to the Quality Policy Statement shall be made and communicated to staff.

A handwritten signature in black ink, appearing to read 'Neil Howard', with a stylized flourish at the end.

Neil Howard

Technical, Commercial and Operations Manager.

Huntingdonshire District Council and Cambridge City Council