



# Calderdale Metropolitan Borough Council case study

Surveillance solutions



# Calderdale MBC replaces creaking analogue CCTV with digital system

When Calderdale Metropolitan Borough Council (MBC) realised they needed to replace their old surveillance system, they'd been relying on it to keep citizens safe and reassured since 2003. That was four years before the launch of the iPhone, an age away in terms of technology.

## Zooming in on surveillance

Calderdale MBC's 15 year-old system was not just old hat, it was unreliable. Cameras and recording equipment needed constant and costly attention to keep them in working order.

But perhaps the most pressing problem was that they had already pushed the system to its limits: they couldn't expand it any further. That meant they couldn't install new cameras to cover public spaces that were not even on the map back in 2003.







## Easy procurement

To procure a new surveillance system, Calderdale MBC turned to a Crown Commercial Services framework agreement with Virgin Media Business (VMB). VMB in turn contracted CCTV services through Surveillance Solutions from BT (under our previous name, BT Redcare Surveillance).

## Making the move to digital

We were keen to make sure that Calderdale didn't run into similar expansion-restricting problems in the next 15 years, so we completely upgraded all of their analogue circuits to digital, giving them the flexibility to expand the system easily and comprehensively.

As usual with our customers, we fully project-managed planning, delivery, installation, and training of the solution.

- We replaced all cameras with new Bosch HD Mici IP (digital) cameras.
- We provided a new umbrella portal using Physical Security Information Management (PSIM) software, which brings different CCTV and security systems together into a single user interface from Qognify.
- We installed a new Bosch video storage platform, capable of HD recording; LED video screens; and an IP flexible virtual matrix.
- We're continuing to provide full maintenance and service.



# How Calderdale's CCTV pays its way

Investing in a modern surveillance system is a revenue opportunity. It's not just about watching stuff on screens; it can also help you cut costs, generate revenue, and work smarter. Calderdale MBC know this. Because their Command and Control centre can integrate multiple disparate surveillance systems, they don't just run their public services, they supply services to the private sector.

Controlling over 100 cameras for Pennine Housing (a social housing association) and providing out-of-hours CCTV coverage for The Woolshops Shopping Centre is helping to mitigate the costs of the public system.

Although they're dealing with different third party camera systems, plus, in the city centre, their own Bosch cameras and Mobile Surveillance Minicams, Calderdale's Command and Control platform integrates them into a single Graphical User Interface (GUI).

Because the systems all look the same to the operators in the control room, Calderdale can easily manage surveillance for other organisations.

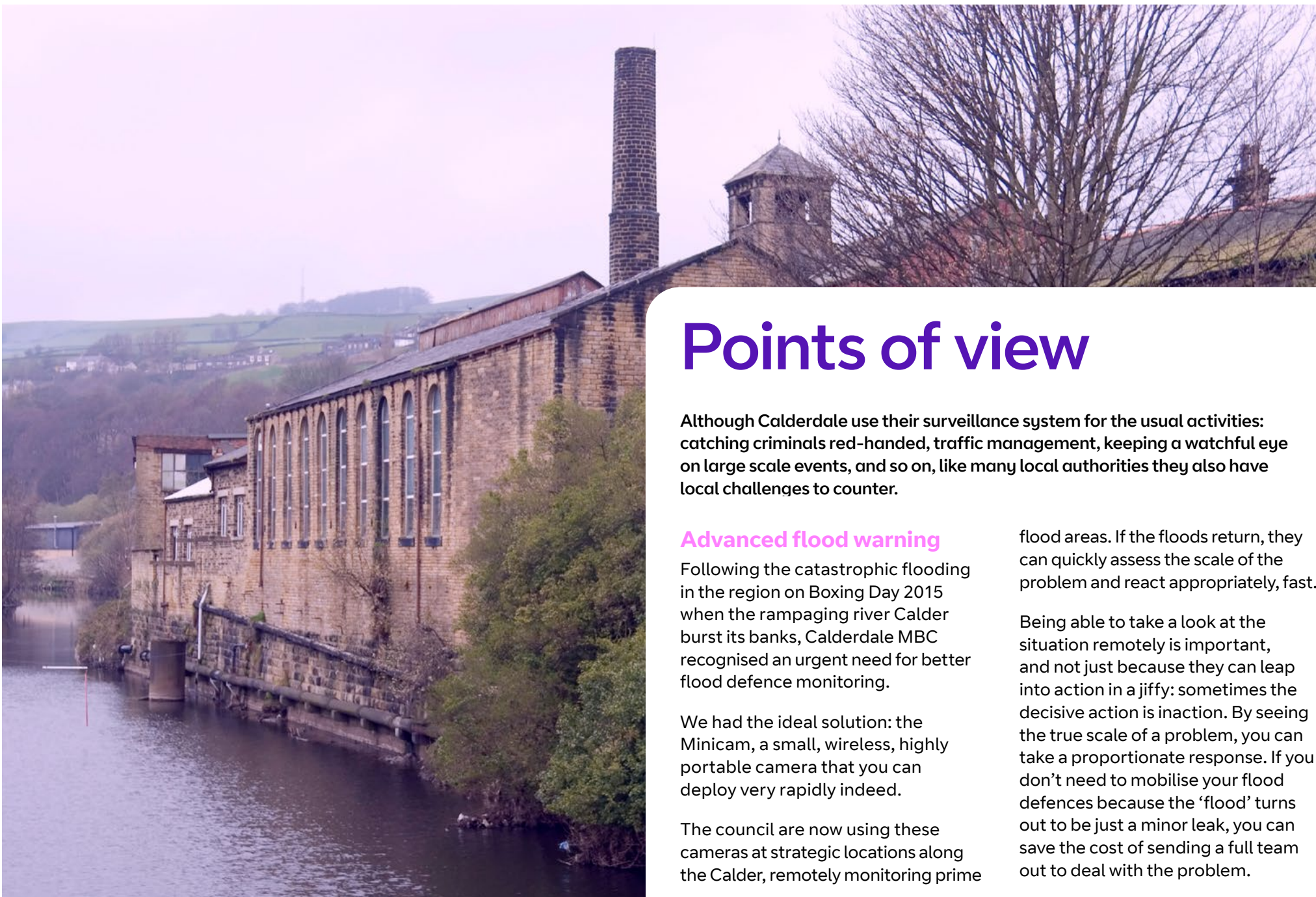


## What has Calderdale got out of it?

Calderdale MBC are already reaping the benefits of our solution.

- A flexible, state-of-the-art, scalable surveillance system with ample ability to meet future demands
- Cameras with powerful zoom facilities that deliver HD-quality CCTV images while using less power and with improved night vision
- Better recording abilities
- More effective community safety, as they've been able to expand the geographic reach of the network with high quality image capture
- Reduction in ongoing costs
- Cheaper procurement costs through using a framework agreement
- Rapid and re-deployable CCTV thanks to our Mobile Surveillance portfolio
- A new live-streaming, rapid-deployment CCTV vehicle.





## Points of view

Although Calderdale use their surveillance system for the usual activities: catching criminals red-handed, traffic management, keeping a watchful eye on large scale events, and so on, like many local authorities they also have local challenges to counter.

### Advanced flood warning

Following the catastrophic flooding in the region on Boxing Day 2015 when the rampaging river Calder burst its banks, Calderdale MBC recognised an urgent need for better flood defence monitoring.

We had the ideal solution: the Minicam, a small, wireless, highly portable camera that you can deploy very rapidly indeed.

The council are now using these cameras at strategic locations along the Calder, remotely monitoring prime

flood areas. If the floods return, they can quickly assess the scale of the problem and react appropriately, fast.

Being able to take a look at the situation remotely is important, and not just because they can leap into action in a jiffy: sometimes the decisive action is inaction. By seeing the true scale of a problem, you can take a proportionate response. If you don't need to mobilise your flood defences because the 'flood' turns out to be just a minor leak, you can save the cost of sending a full team out to deal with the problem.



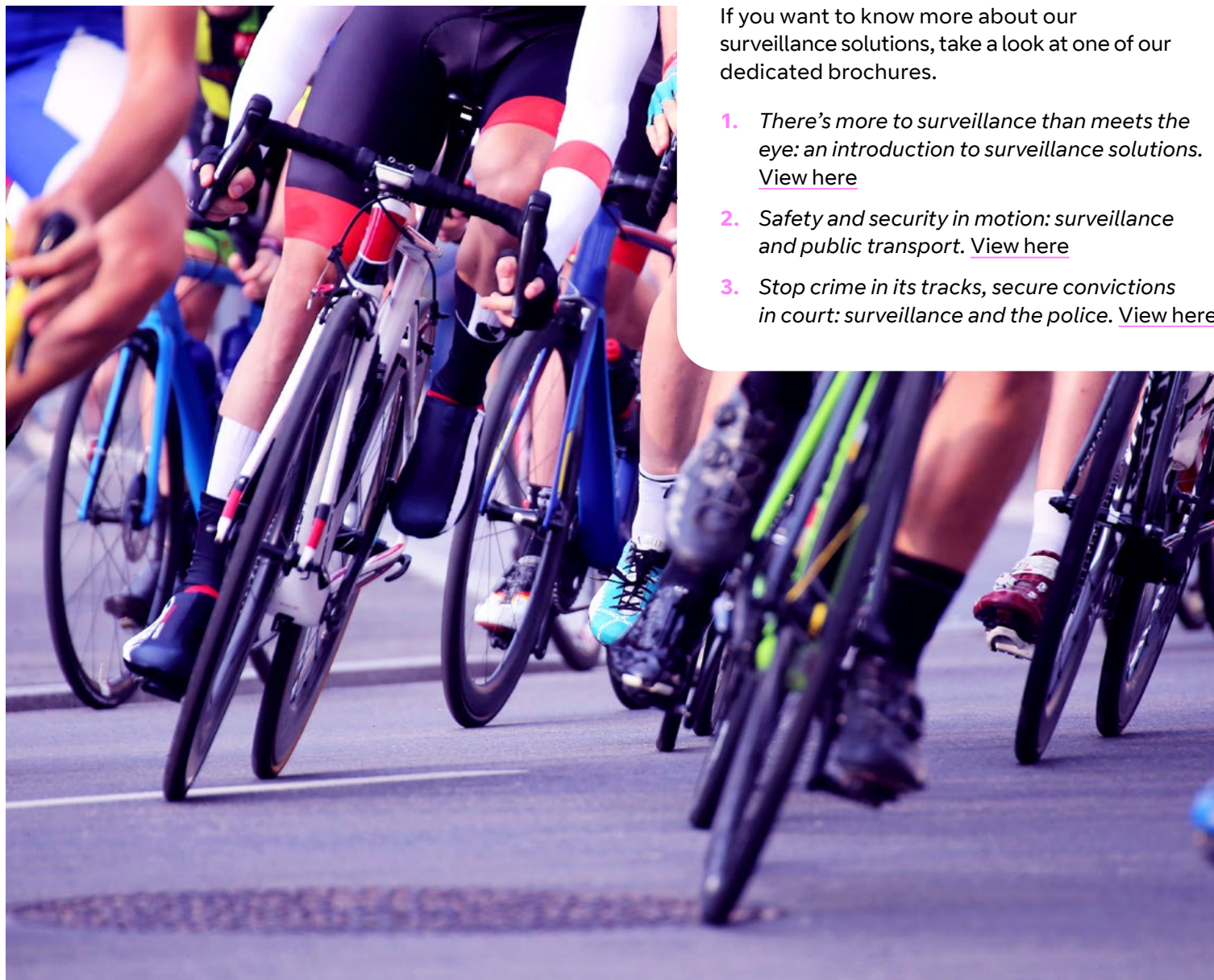
## Here today, gone tomorrow

One of the clever things about the re-deployable camera approach is that the council can switch them to other locations easily. Which is exactly what they did when the Tour De Yorkshire whizzed through the area and when the BBC's Antiques Roadshow rolled into town. Then, when the events were over, they were able to return the cameras to their previous locations by the river without any hassle.

## Van-cam can live stream to HQ team

Something else that caught the eye of the council were our in-vehicle surveillance solutions. Calderdale snapped up four in-vehicle mobile cameras for use in one of their liveried vans, which they're using for ad hoc surveillance activities out in the community.

Because Calderdale uses encoder technology to live stream video from the van directly back to the control room, they don't have to waste time recording footage on-site that they then have to manually deliver back to HQ. It all happens in real-time, which is a real boon.



# Surveillance solutions from BT

If you want to know more about our surveillance solutions, take a look at one of our dedicated brochures.

1. *There's more to surveillance than meets the eye: an introduction to surveillance solutions.* [View here](#)
2. *Safety and security in motion: surveillance and public transport.* [View here](#)
3. *Stop crime in its tracks, secure convictions in court: surveillance and the police.* [View here](#)

# Why local authorities want to work with us

We're a surveillance solution consultancy – we work with over 1,800 public sector customers. We're present in over 80% of the UK's public authority control rooms. We connect over 44,000 CCTV/ video channels to control rooms. Our networks carry over half a million images a second – that's 43 billion a day. Every day.

Trust us, we know what we're doing. And what do we do? Everything.



## Design

We don't sell you an off-the-shelf solution. We'll work with you to figure out how we can help you meet your challenges. And we'll also come up with some ideas that you may not have thought of.

## Supply

We know which technology you need, whether it's for community safety, traffic management, or environmental monitoring. Whatever you need, we've got the partnerships to deliver it.

## Project management

Unlike our competitors, we'll have our hands on every aspect of your surveillance solution: the cameras and peripherals, the control technology, and the networks. We'll project manage the complete installation. And we won't hand it over until we've tested every component and you're satisfied that everything is tip-top.

## Training

We'll train your people on how to use everything: cameras, apps, networking, control room software. The whole caboodle.

## In-life support

We don't just walk away when we've installed the system and shown you how to use it. We'll manage the system for you, making sure that you're always getting optimum performance.

## Helpdesk

From time to time, things may go wrong or you may need help doing something. Whenever you need support, we'll be there. Just call our free 24-hour helpdesk and we'll help you out.

## Share the infrastructure, shrink the costs

We're now helping local authorities across the country share control room services with other authorities, reducing costs while maintaining service quality.

## Framework agreements

Procurement is simple and cost-effective with our services being part of the Crown Commercial Services framework agreements.

# Stay safe. Contact us about surveillance solutions today.

For more information,  
call us on **0800 032 0025**  
or head to **[bt.com/surveillance](https://bt.com/surveillance)**



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