BT

Gloucester City Council case study

Surveillance solutions

The sporting inspiration behind Gloucester's surveillance transformation

By 2013, Gloucester City Council were old hands at public space surveillance. Their camera network and control room was nudging 15 years old. But as the equipment slipped into old age, it became more difficult to find replacement parts for it. And as the system increasingly needed more maintenance to keep it in action, costs began to rise.

So the surveillance system wasn't in the rudest of health when the big news broke: Gloucester would be host city of the 2015 Rugby World Cup.

A visionary city

Gloucester enthusiastically embraced its host city status. With the realisation that in autumn 2015 the city would be abuzz with sports fans from around the globe, Gloucester City Council knew they had to act fast.

The failing analogue CCTV service would not be up to the job of keeping thousands of visitors safe for the six weeks of the tournament.

As well as putting on several matches at the Kingsholm stadium, the city would be hosting teams and their entourages from some of the 20 nations competing for the Cup.

A wholesale replacement of the existing system was not financially viable. The council were keen to make the most of what they'd already got by upgrading the entire system to a digital solution.
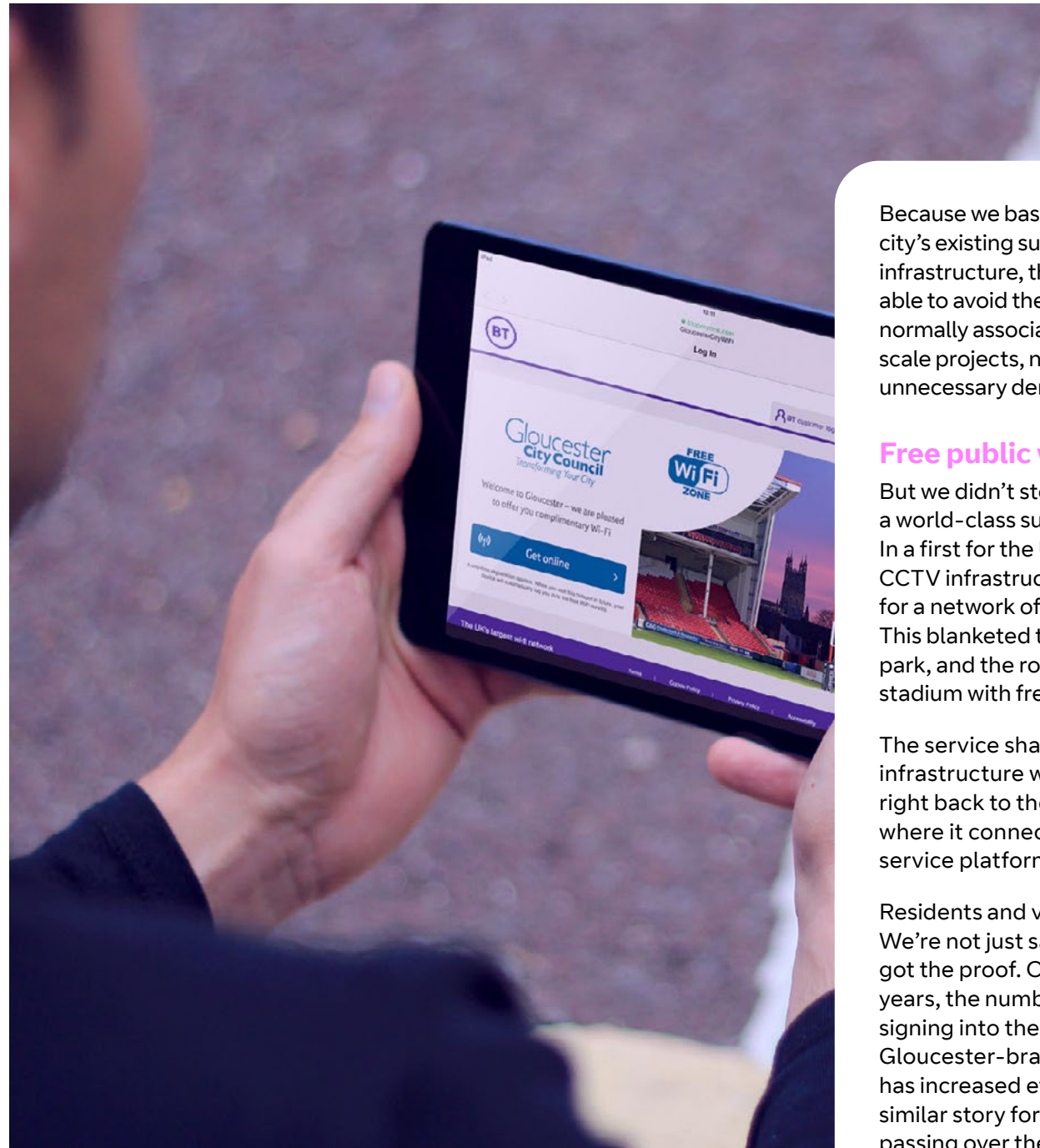
That's where we came in.

Looking to the future

We got our heads together with the City Council to work out what they needed, not just to make a success of the Rugby World Cup, but to create something that would benefit everyone in Gloucester for years to come.

What we came up with was an innovative solution that laid the foundations for Gloucester becoming a 'smart city' (a city that uses technology to help authorities run public services in a cannier fashion from a central control room).

Digital makeover

Although Gloucester City Council were wary of busting the budget, which meant an upgrade rather than an across-the-board replacement, they didn't let this hobble their ambitions. Under a five-year fixed-price managed service contract, we delivered a beefed-up system including:

- an upgraded IP fibre network
- new high definition digital cameras
- a state-of-the-art control room
- an IP video-management system
- high definition video storage platform.

Because we based our design on the city's existing surveillance and control infrastructure, the City Council were able to avoid the disruptive civils normally associated with such large-scale projects, neatly sidestepping unnecessary dents in the city's coffers.

Free public wi-fi

But we didn't stop at just delivering a world-class surveillance system. In a first for the UK, we also used the CCTV infrastructure as the location for a network of wi-fi access points. This blanketed the city centre, the park, and the route up to the rugby stadium with free public wi-fi.

The service shares the transmission infrastructure with the CCTV right back to the control room, where it connects to the BT Wi-Fi service platform.

Residents and visitors alike love it. We're not just saying that; we've got the proof. Over the past three years, the number of people signing into the wi-fi through the Gloucester-branded landing page has increased every month. It's a similar story for the volume of data passing over the network.

Gloucester's gains

Better surveillance, improved safety – as more authorities move from sodium street lighting to LED, older video cameras fail to make the cut. In the lower light produced by LED, cameras default to black and white, with grainy, low-definition images that are just too noisy to have any value.

This was the situation in Gloucester, where the control room was in the dark about what was happening on the streets at night. So when the council commissioned us to upgrade their CCTV, we recommended digital HD cameras, which can capture high-quality colour images in low light.

Smart city foundations

The public wi-fi network isn't just a crowd-pleasing legacy of the Rugby World Cup. It's also positioned the city to take advantage of the Internet of Things, the collection of networking and data collection technologies driving the creation of smart cities across the world.

Gloucester City Council are poised to use the CCTV infrastructure for much more than straight public surveillance. Social inclusion, retail, tourism, public health, local business services, and the environment will all benefit from the smarter decisions that a connected city makes possible.

And the increased and widespread efficiencies will keep the council's finance folks happy, to boot.

Strengthened surveillance, less layout

Gloucester is a smart city run by a savvy council. Because they bundled the CCTV, control room, and wi-fi together as a combined project, they reckon they brought it all in for around £90,000 less than if they'd opted for a series of separate initiatives.

By piggybacking the wi-fi onto the surveillance network at the same time, we were also able to deliver a higher-quality service than might otherwise have been possible.

Gloucester City Council were more than pleased with the outcome.

'We're delighted by the effectiveness of the new high-definition CCTV system and our upgraded control room. It's making a huge difference to the safety and wellbeing of our residents', their spokesperson told us.

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**

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