



Watching out for the public, reassuring the community

Surveillance Solutions from BT:
Local authorities



What does surveillance mean to you?

Public surveillance means different things to different people.

Maybe you think about cameras catching criminals red-handed. Perhaps the big benefit for you is traffic management. Or does the watchful eye of CCTV at large scale events reassure you? And if you've ever collapsed in the street, you might be thankful that someone was looking out for you.

For local authorities, surveillance means all these and more.

But did you know that it can also be a revenue-generator?



Banking on surveillance makes financial sense

Running a local authority has never been easy. There have always been conflicting commitments pulling on finite funds. But let's not pull any punches, the current economic climate really has put many authorities on the ropes.

So we understand if you're thinking that a surveillance system is out of reach of your battered budget.

The 1800 public sector organisations we're already working with had similar concerns.

But then they spoke to us. We explained that investing in a modern surveillance system is an opportunity. It's not just about watching stuff on screens. It can also help you cut costs and generate revenue.

Sell surveillance, make money

Take Calderdale Metropolitan Borough Council, for instance. 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.

Go on a digital journey, drive costs down

Sussex Police have consolidated nine separate surveillance systems and control rooms into one.

By connecting every single public space CCTV camera to the new system, officers can access any camera in the area from the single control room without having to drive around the nine former controls rooms reviewing or collecting evidence.

And that stopped officers wasting their time driving over 180,000 miles in just the first year, slashing spending on fuel and maintenance.

The benefits are huge. Not just in terms of operational efficiencies, but on the finance front, too. The nine authorities are now sharing the expense of a single system rather than each stumping up the full cost of their own separate system.

Surveillance. What is it good for?

Fighting crime, deterring antisocial behaviour

Local authorities, street wardens, and police forces across the UK rely on our real-time surveillance services to fight crime at all levels and to reassure the public, whether it's catching offenders in the act or scaring them off in the first place.

With our Mobile Surveillance portfolio, the control room can live stream local CCTV images directly onto the smartphone screen of the operatives on the ground, for efficient and effective crime control. Sussex Police are already using helicopters to follow events on the ground with cameras that transmit real-time video back to HQ.

And with forces linking specialist officers to live events miles away, officers are able to contribute virtual expertise to incidents that would otherwise be out of reach.

Surveillance playback in the interview room? Yes please.

When local authorities and the police work together, public surveillance can have unintended benefits.

With HD-quality video imaging catching criminals in the act, suspects are increasingly admitting guilt at an early stage. Show the suspect the playback in the interview room and you can secure a swift guilty plea, which means you may not have to remand them overnight in a cell, freeing up space, resources, and police time. And that equates to a saving of around £1500 a case.

But the benefits don't end with cost-savings for the police. There are also advantages for the local authority and the community at large: with less low-level misdemeanours clogging up the courts, the judiciary can concentrate on the more serious, complex cases, keeping serious criminals off the streets.

And with a safer, more stable community comes inward investment. Businesses locate there, people move into the area, housing improves, people work, rest, and play there. These are long-term consequences for sure, but the foundations can rest on the bedrock of local authority and police collaboration to improve public reassurance.

Oiling the wheels

Whatever your local authority's transport challenges, surveillance solutions can help create a safer environment for passengers and staff alike. Especially when local authorities collaborate with transport organisations.

West Yorkshire Combined Authority have consolidated all their CCTV into LeedsWatch. Using a solitary control room is not only cost-effective, it's effective-effective, giving controllers a single, comprehensive view of everything that's happening.

Transport hubs can be hazardous places. Lots of people moving around, buses manoeuvring in and out, trams silently gliding up to crowded platforms. Passengers are vulnerable travelling alone late at night on buses, trams, and trains. Drivers and station staff need protection from abusive customers.

Sharp-eyed camera operators can spot dangerous situations and take appropriate action, fast.

Surveillance is also essential to traffic management. Cameras positioned at flow flash points across your area can help you manage traffic to avoid gridlock on the roads and keep your towns, people, and economy moving.

Running public events

Local authorities frequently have to deal with large-scale events. Some are one-off events like a public rally or protest. Others may be annual occurrences like the Notting Hill Carnival, Pride rallies, and the Great North Run. A music festival attracting tens of thousands of post-exam youngsters, for example.

To manage any of these, you need a surveillance camera network. But only for a day or so. That's where our rapidly re-deployable mobile surveillance portfolio and cameras come in handy. You can set up a sophisticated system in very short order, helping public events run smoothly and safely.

Following tragedies in the past, where Gold Commanders in the police made decisions based on radio messages rather than comprehensive real-time CCTV, we all now rely on video surveillance to keep us safe at large-scale events.

A well-positioned camera network will give the control room the full picture so they can make the right decisions.

Keeping things in perspective

Perspective is another thing that cameras can help with. When you take an emergency call from a member of the public in a flap about a 'flood', for example, cameras can help you decide what resource to throw at it. Is the 'flood' a cars-washed-away life-threatening event? Or is it just a trickle caused by a leaf build-up in the gutter? Seeing situations for yourself in the control room helps turn the subjective into the objective.

Seeing in the dark

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.

Upgrading to digital HD cameras can have a significant impact on how you monitor areas in the dark, capturing high-quality colour images in low light.

Smartening up

As a local authority, you're also concerned about environmental factors: air pollution, flooding, reducing carbon emissions, and so on.

We can help you piggyback sensors on to your surveillance camera network to monitor all manner of environmental and weather situations. If you've already got a surveillance network to help reduce crime, you're already part way to being a smart city.

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.





A peek inside our portfolio

We know how to integrate technology from numerous world-class suppliers to give you an affordable, best-of-breed solution that does exactly what you need it to.

Command and Control centre

We'll design and plan the layout, erect walls, install screens, cabling, networking, and all the IT equipment, data storage, and video management software you need.

Cameras for all situations

We've got everything from static street cameras to highly portable mobile cameras, on-vehicle cameras to body-worn cameras.

Surveillance camera networks

Point-to-point digital and analogue transmission services for high-quality, low-latency imagery.

Speed camera networks

An ADSL (Asymmetric Digital Subscriber Line)-based service that transmits images and data from speed cameras to your Command and Control centre.

Mobile surveillance

Apps to live stream high-quality video from local surveillance cameras straight to the smartphone of an operative on the ground and convert smartphones into surveillance cameras.

Convert existing cameras to wireless

IP camera encoders will convert your existing surveillance cameras to wireless, giving you real flexibility.

What can we do for you? Everything.

Call us today on **0800 032 0025** to talk about how we can help you stay safe and secure. Or head to **[bt.com/surveillance](https://www.bt.com/surveillance)**

Offices Worldwide

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