



Arresting use of CCTV in Sussex

Surveillance solutions from BT: a **police case study**



Keeping a close eye on Sussex

For Sussex Police and its partners, CCTV is about keeping people safe, preventing and detecting crime. Used intelligently, it can also help secure early convictions, cut down court time, and, as Sussex Police has proved, save money.



Guilty of multiple surveillance offences

There was a time, not so long ago, when Sussex had nine different CCTV systems run from nine control rooms using different types of video management systems.

And none of it worked together.

Because the systems had grown organically (as Sussex Police added new elements as they were needed), there was quite a bit of duplication across the whole area.

If an officer needed to see video captured by different systems, they would have to get on the road and drive to each control room. With around 500 CCTV cameras in the county, covering 30 towns and villages including Brighton, Hove, Lewes, Eastbourne, Hastings, Bognor, Chichester, Crawley, Horsham, and Haywards Heath, it's plain to see that the miles could soon stack up.

Keenly aware that all this driving around was swallowing up their officers' valuable time, Sussex Police reassessed its CCTV system in the light of new technology. It realised that not only could it reduce the time and money that officers were spending chasing video evidence, but technological advances could also help it reduce the overall costs of their CCTV service.

Tying up the Lewes ends

Public space CCTV in Sussex falls under the joint responsibility of the police and various local authorities across the county. While the Local Authorities own and maintain the cameras, Sussex Police own, maintain, and operate the control rooms where they monitor the cameras.

Running the CCTV system as a partnership means all parties are able to get far more from it than if they were acting alone. But for Sussex to make the most of the opportunities, it was essential to streamline a system made cumbersome by historical ad hoc purchasing decisions.

So we helped Sussex Police consolidate the nine control rooms into a single control room in Lewes. Because we've connected every single public space CCTV camera on their patch to the new network, officers can now access any camera in the county from that single control room or any other Sussex Police location.

Before, they had to drive round all nine sites to gather video evidence. This was running up 180,000 miles a year. Not only was this a strain on valuable police time, it was also draining the fuel and vehicle maintenance budgets.

At your managed service

As with all of our customers, we didn't just deliver a cutting edge CCTV system, we delivered an on-going managed service. Sussex Police is confident that its system won't let its officers down: we use remote diagnostics to continually monitor its performance, spotting and sorting potential problems before they cause an issue.

And we back that up with Service Level Agreements guaranteeing protection every hour of the day and night, 365 days a year.



Putting surveillance in the dock

High-quality CCTV evidence is persuasive, both in and out of the courtroom. Compelling video evidence plays a part in the Crown Prosecution Service deciding to send a case to court in the first place. And juries find clear, high-definition video footage hard to ignore.

Furthermore, by developing an extensive CCTV network linking cameras to custody centres, officers are able to use video evidence from the onset of an investigation.

With HD-quality video imaging catching criminals in the act, even in low-light, suspects are increasingly admitting guilt at an early stage.

Sussex Police is making the most of this development by locating CCTV playback facilities in its custody suites. It's part of a project backed by the Chief Constable and the Police and Crime Commissioner. By showing the suspect the playback in the interview room, the force is securing swift guilty pleas, whisking the case away from a time-consuming tussle in court.

And there's a welcome knock-on effect from an early admission: Sussex Police don't have to remand so many people in cells overnight, freeing up space, resources, and police time.

That equates to a saving of over £1000 per case.

Cop a load of this: how Sussex Police use CCTV monitoring

Safe parking after dark

Sussex Police has responded to concerns about safety at night by improving CCTV facilities around car parks. Monitoring round the clock is now more effective thanks to developments in camera technology.

As local authorities across the country move from sodium street lighting to LED, older cameras are struggling to see at night.

Although great for energy consumption, LED produces lower light which causes older cameras to default to black and white, with grainy, low-definition images that are just too noisy to have any value. But the new wave of digital HD cameras can capture high-quality colour images in very low light conditions, perfect for keeping an eye on streets and car parks in the small hours.

Helicopter view

Sussex Police has also integrated aerial monitoring into the system, using helicopters to follow events on the ground with cameras that transmit real-time video back to the Command and Control in Lewes Police HQ (which controllers can share instantly with officers following events on the ground).

Ready for more digital technology

Police forces across the UK rely on our real-time CCTV services to fight crime at all levels, whether it's using real-time CCTV to catch offenders in the act or as a prime source of evidence when mounting an investigation.

As its CCTV platform is now fully digital, Sussex Police can easily integrate mobile and smart technologies like Body Worn Video and services from our Mobile Surveillance portfolio, which live stream secure CCTV images directly from smartphone screens back to the control room.

We regularly review plans with Sussex Police, looking at how we can build mobility solutions into the current CCTV platform. It all makes for even more efficient and effective policing on the ground.

Sussex Police has started to use our rapidly re-deployable and portable Wi-Fi and 3/4G-enabled Minicams, too. These are particularly useful for covering one-off or short-term public order situations and events. Sussex Police has Brighton on its patch, which has long been a magnet for large-scale conferences and exhibitions, all of which need some level of public CCTV coverage.

Virtual assistance

Sometimes, Sussex Police might need live video coverage for more subtle reasons than chasing villains more effectively. For instance, if it's dealing with an incident playing out in Chichester that demands the unique insight and skills of a senior officer who's in Hastings, it can link that officer up with the video service so they're able to contribute virtual expertise that might otherwise be out of reach.

Bin there, done that

The video streams from local authority cameras aren't just useful for Sussex Police. The local authorities themselves get to see the bigger picture, giving them the insight they need to improve civil amenity services, like bin collections and green space maintenance. From the control centre, some local authorities use the digital CCTV system for traffic enforcement, too.

The system is helping Brighton & Hove City Council not only to provide services more efficiently, but is playing a part in off-setting costs and generating revenues.

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.
2. **Safety and security in motion:** surveillance and public transport.
3. **Stop crime in its tracks, secure convictions in court:** surveillance and the police.



Why police forces 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, head to bt.com/surveillance
0800 032 0025

Offices Worldwide

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