

## Report of an LTC Councillors visit to the Hereford CCTV Control Room

Monday 16<sup>th</sup> September 2019

Present: Cllrs Howells, Manns and Morris

The visit had been arranged to get more information on the service and proposed technology enhancements/system upgrade cost proposals submitted to LTC by HCC on 14<sup>th</sup> January 2019 to help the Council reach an informed decision on how to proceed.

Information gleaned as we understood it:

- The service is run by the Enigma Group, who are contracted to HCC
- It operates 24/7 although not manned all these times and there are 42 cameras across the 4 Herefordshire towns using the system
- Captured images are kept for 28 days
- Retrieval of a date and time request is almost instant
- Data used to be stored on VHS technology, now digitally
- 2 hi-res user screens are used to remotely control/scan any of the cameras by an operator, with individual camera screens also displayed behind the operator's desk
- These user screens work at a 25 frames/sec speed as opposed to the normal 7 frames/sec cameras such as the analogue cameras in Ledbury are currently operating (used to be only 1 frame/sec so 7 was a big improvement at the time)
- The 25 frame speed is an even greater improvement since it gives a better likelihood of any frame giving a positive ID of someone since there are 4 times as many screens per second to view
- The proposal is to upgrade the ageing control room technology, to upgrade the current transmission system from the towns to the control room to be an IP (internet protocol) based one (which is much cheaper once installed) over an upgraded BT fibre network and if possible to replace the current analogue cameras (Ledbury has 5) to also being IP based and to offer wireless based cameras in locations where cabling is expensive or difficult to install
- If we simply upgraded to the IP transmission system our analogue cameras would still be at 7 frames/sec, upgrading them to IP would provide the increased 25 frames resolution
- The Ledbury element of the proposed upgrade including new IP cameras (@ £3k each) is £15k cameras, £4.1K for a wireless network and £18k to upgrade the transmission cable (total £37.1K)
- The advantage to Ledbury is not only the enhanced resolution, but with a wireless network and no expensive cabling needed, for an additional £3k capital cost (plus maybe some inexpensive wireless repeaters needed?) we could consider bringing in a new rec camera back to the office (and thus dispense with a base in the Community Centre as we understood it) and

install a new one at say the station to cover the likely complicated new junction on the Bosbury Road

- As we also understand it, we are not being asked to contribute any more than we currently do (may go up a bit if we add 2 more cameras?) but to commit to at least a 9 year period at our current annual SLA rates, this being the expected pay back period for the capital investment
- It seems like a no brainer if we are prepared to make that commitment since we get a significantly improved system at the same price as we are currently paying
- We were requested to confirm or otherwise by 15<sup>th</sup> February 2019, but the Manager on duty (Jamie?) advised that we contacted Debbie Turner, the Commissioning Officer (who could not be present) to confirm all of the above before we made a final decision