

CCTV: Frequently Asked Questions

Who is the person responsible for the operation of your CCTV service within the Council?

The Council working in partnership with Cofely Workplace

Who is the person responsible for procuring additional CCTV equipment and services within your Council?

The Council working in partnership with Cofely Workplace

In which year did you commence your CCTV service?

NELC – 1996

How many staff (direct or contract) are employed by the CCTV service?

9

On average how many shifts do you operate for monitoring your CCTV in a 24hr period?

3

On average how many CCTV operators do you have on a shift and how many supervisors?

2 operators and 1 supervisor

How many incidents (reported or detected) does the CCTV service monitor on a monthly basis?

45 (average)

How many incidents in 2013 / 2014 where the CCTV service monitors resulted in arrests being made?

77% (Estimated)

In addition to public funding for the CCTV service, what additional revenue streams or income does the CCTV service generate or receive for providing these other services?

We offer all Security Services as identified on the Council's web page to any interested parties.

Have you upgraded your CCTV recording systems from VCR to Digital Recording to store CCTV footage / Images on Hard Drive or Raid Storage devices?

Yes.

Do you select cameras to monitor and control your PTZ (pan, tilt & zoom) cameras using an analogue CCTV switching matrix or have you installed a Virtual CCTV Matrix?

Both

What is the name of the manufacturer of you analogue CCTV switching matrix or Virtual CCTV matrix?

Analogue – Meyertech

Digital - Vigilant

What method of transmission do you use for relaying your CCTV images to you?

Fibre Circuits, Wired Lines, Micro-Wave and Wireless links

What is the annual spend for these wired / fibre circuits and BT fibre lines?

£1600 per annum (approx.)

How many days do you retain stored / recorded footage?

31 days

Are all your CCTV cameras controlled using Open Protocol (“Pelco”) or are they operating on a closed Protocol i.e. manufacturers own protocols?

Open

Do you have a fully comprehensive service and maintenance cover (i.e. 2hr response with call outs, part and routine maintenance cover included in cover / costs) in place to maintain all of your CCTV systems and cameras? If not then please advise what level of service and maintenance cover you have in place.

Yes

How do you monitor the health status of your CCTV control system, the storage systems and CCTV cameras? Do you receive email or SMS notification of failures or impending failures?

Vigilant runs an internal self-diagnostic on all linked systems and reports via an alarm screen, this is then relayed through an internal process to engineers responsible for system repairs.

What proportion (estimate) of your annual Public Space CCTV Service budget is used for maintaining all of the equipment used within the CCTV service?

£70,000

What proportion (estimate) of your annual budget is used for the replacement of faulty or out-dated equipment?

20% (approximation)

Has the cost of maintaining your CCTV service reduced, increased or remained the same in the last 3 years? If reduced or increased then please indicate the reduction or increase in % terms

Remained the same

Has the cost of operating your CCTV service reduced, increased or remained the same in the last 3 years? If reduced or increased then please indicate the reduction or increase in % terms

Remained the same

Do you currently use Security Advisors to advise you on matters relating to your CCTV service?

No

Does your Council use vehicles equipped with CCTV to carry out parking enforcement (mobile CCTV) which is allowed under the Traffic Management Act 2004?

No

Does the Council have any firm plans to introduce mobile CCTV in the future?

No

Has the Council had any meetings in the past 12 months, public or private, to discuss the potential introduction of mobile CCTV?

No

Has the Council publicly ruled out introducing mobile CCTV in the future?

No

Do you have a policy / procedure in place to manage the release of CCTV imagery and if so, do the public have access to the procedure?

Yes, The NELC web page includes the Code of Practice and all relevant forms required for the requesting and release of images.

Does the CCTV service or Council, provide advice on the use of CCTV systems on private property.

No, we recommend accessing the ICO website for information on private CCTV systems