

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