



Northern Devon CCTV hub

Introduction

North Devon Council, working with the Office of the Police and Crime Commissioner (OPCC), has recently upgraded its CCTV service to establish a Northern Devon CCTV Hub, providing a CCTV monitoring service for towns who wish to have a CCTV system in Northern Devon.

North Devon Council currently operate a CCTV service from a secure control room which is manned 125 hours a week by Security Industry (SIA) qualified and experienced CCTV operators. The service has a code of practice which is based upon legislation, principles and guidance in all relevant documents/ legislation.

The objectives of the CCTV system are:

- To help reduce the fear of crime
- To help deter crime
- To help detect crime and provide evidential material for court proceedings
- To assist in the overall management of Town Centres
- To enhance community safety, assist in developing the economic wellbeing of and encourage greater use of the Town Centres
- To assist the other Local Authority departments in their enforcement and regulatory functions.
- To assist in traffic management
- To assist in supporting civil proceedings which will help detect crime
- To help reduce the fear of crime

Northern Devon CCTV Hub

The 'hub' is a modern, high quality and interconnected system capable of providing monitoring and support from the Barnstaple based control room.

Each town's cameras can be securely connected into the control room where real-time monitoring takes place. In the event of an incident, the fully trained team are able to call on the police by direct link.

A range of monitoring services is available, but in any event, footage is recorded 24 hours a day, and securely stored for 28 days. A robust request procedure is in place to ensure that data can be shared legally, with the appropriate agencies.

Monitoring options

A standard monitoring contract is 5 years, although other contract lengths may be considered. All prices are quoted exclusive of VAT, although VAT will be added at the point of invoice.

North Devon Council can offer monitoring between the following hours:

Monday 08:00 – 00:00

Tuesday 08:00 – 00:00

Wednesday 08:00 – 00:00

Thursday 08:00 – 04:00

Friday 08:00 – 04:00

Saturday 08:00 – 05:00

Sunday 08:00 – 00:00

During these times, each camera is charged at 42p per hour. This cost includes additional services such as, the processing of Authority to View (ATV) requests from police, Subject Access Requests (SARs) from members of the public and unplanned and immediate active monitoring as requested by police in the event of an incident (best endeavours basis).

Additional one off monitoring (one off events such as festivals) can be purchased with no less than 48 hours' notice.

Alternatively, subject to discussion, it could be possible for each town to pay a retainer of £100 per month to North Devon Council for data transfer costs and the recordings reviewed if required (within the 28 day retention period).

For each option there is a one off connection fee of £500.

CCTV Equipment and maintenance options

Each town owns their equipment and support can be given to ensure compatibility of systems. There would be options for the repair and maintenance of CCTV equipment with the maintenance contract either held directly between the town and the supplier or NDC could hold contract on behalf of the town and recharge costs as part of the overall contract between the town and NDC.

Management

A Northern Devon CCTV Management Group would be established with representatives from all clients and stakeholders. The group would meet quarterly to receive management reports, and discuss all matters relating to the system operations.

Contact details: For further information please contact:

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