

**CCTV PROPOSAL: Liskeard Town Council**

CCTV Centre

The CCTV and Critical Control Centre (CCC) is sited at the Cornwall Fire, Rescue and Community Safety Service Headquarters, at Tolvaddon. This secure centre is staffed 24 hours a day, 7 days a week, by Security Industry Authority (SIA) qualified and experienced CCTV operators.

Part of the Community Safety and Localism Service, the mission of the CCC is ***“To provide locally controlled and managed services that aim to make neighbourhoods safer and businesses more resilient’.***

CCC operates its CCTV service under the Information Commissioner’s Office’s Data Sharing Code of Practice. CCC is also fully compliant with the requirements of the Data Protection Act 1998, and the Human Rights Act 1998.

The Process

Each client has a Digital Video Recorder (DVR) device that is connected by microwave link to all of their cameras. All DVRs and cameras are owned/leased by the client, who is also responsible for the maintenance of links to New County Hall. The DVR records all of the data, and the images are sent from the DVR to the silver room at New County Hall, then on to the CCC, where the real-time monitoring takes place.

The feed from the DVR to New County Hall and then onto the CCC is encrypted and therefore secure. In addition, the centre at New County Hall has restricted access and would only be used in emergency situations and by authorised and qualified personnel.

In the event of an incident, our fully-trained team are able to call on the police, fire crews and ambulance crews 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 30 days. A robust request procedure is in place to ensure that the data can be shared legally, with the appropriate agencies.

Equipment and Maintenance Procurement Options

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| --- | --- | --- | --- |
|  | **Option 1: Liskeard Town Council** | **Option 2: Up front** | **Option 3: Lease** |
| **Purchase of CCTV equipment** | Liskeard Town Council directly purchase with support from CFRS and CC procurement | CFRS purchase on behalf of Liskeard Town Council and invoice for costs up front | CFRS purchase on behalf of Liskeard Town Council and recoup costs through annual amount within contract (spread costs) |
| **Repair & maintenance of CCTV equipment** | Negotiated as part of purchase agreement and contract held directly between Liskeard Town Council and supplier | CFRS hold maintenance and repair contract with supplier on behalf of Liskeard Town Council and recharge costs as part of overall contract between Liskeard Town Council and CFRS | CFRS hold maintenance and repair contract with supplier on behalf of Liskeard Town Council and recharge costs as part of overall contract between Liskeard Town Council and CFRS |
| **Benefits to client** | 1. Liskeard Town Council would own equipment and manage maintenance and repair directly | 1. Procurement managed by CFRS, which could result in cost savings due to combined purchasing power.  2. Liskeard Town Council do not need to find capacity to manage the procurement process  3.Fully managed end-to-end service via contract  4. Up front capital investment would reduce annual contract costs  5. Equipment owned by Liskeard Town Council after upfront payment | 1. Procurement managed by CFRS, which could result in cost savings due to combined purchasing power.  2. Liskeard Town Council do not need to find capacity to manage the procurement process  3.Fully managed end-to-end service via contract |
| **Risks to client** | 1. Liskeard Town Council may not benefit from bulk discounts  2. Capacity and expertise within Liskeard Town Council to procure / contract manage equipment purchase, maintenance and repair | 1. No direct management of maintenance or repair, as this would be managed by CFRS  2. Upfront costs may be prohibitive | 1. Equipment would be owned by CFRS, not Liskeard Town Council |

Monitoring Options

A standard monitoring contract is 7 years, although longer contracts may be considered. All prices quoted are exclusive of VAT, although VAT will be added at the point of invoice.

Monitoring charges have recently been reviewed for new clients, but since Liskeard Town Council was part of the original West Cornwall CCTV Management Group (WCCCTVMG), the same monitoring arrangement and charges can be offered. That is, monitoring to be agreed for the standard WCCCTVMG hours:

Thursday 18:00 to Friday 05:00

Friday 18:00 to Saturday 05:00

Saturday 18:00 to Sunday 05:00

Monday 18:00 to Tuesday 05:00

During these times, each camera is charged at 43p per hour. The WCCCTVMG has secured this preferential rate, based on the economy of scale achieved by the agreement of common monitoring hours, and an agreement for the full 44 hours per week. This works out at circa £19 per week per camera or £984 per year per camera.

The Critical Control Centre operates 24 hours a day, 7 days a week, and can therefore deliver CCTV monitoring at any time. For hours outside of the full agreement as above, up to two monitoring rates apply, depending upon the times of monitoring required. For six cameras, the peak rate is 90p per camera, per hour and the off-peak rate is 65p per camera, per hour.

Our minimum weekly contract is for 24 hours per week, which allows us to cover additional services at no extra cost. Additional services include, but are not limited to, 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 monitoring (one–off events) can be purchased in blocks of no less than 4 hours, with no less than 48 hours’ notice £16.69 per hour (includes all cameras).

Table 1: Chargeable Rates

|  |  |  |
| --- | --- | --- |
| OFF-PEAK | | PEAK |
|  | Monday | | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 00:00-01:00 |  | |  |  |  |  |  |  |
| 01:00-02:00 |  | |  |  |  |  |  |  |
| 02:00-03:00 |  | |  |  |  |  |  |  |
| 03:00-04:00 |  | |  |  |  |  |  |  |
| 04:00-05:00 |  | |  |  |  |  |  |  |
| 05:00-06:00 |  | |  |  |  |  |  |  |
| 06:00-07:00 |  | |  |  |  |  |  |  |
| 07:00-08:00 |  | |  |  |  |  |  |  |
| 08:00-09:00 |  | |  |  |  |  |  |  |
| 09:00-10:00 |  | |  |  |  |  |  |  |
| 10:00-11:00 |  | |  |  |  |  |  |  |
| 11:00-12:00 |  | |  |  |  |  |  |  |
| 12:00-13:00 |  | |  |  |  |  |  |  |
| 13:00-14:00 |  | |  |  |  |  |  |  |
| 14:00-15:00 |  | |  |  |  |  |  |  |
| 15:00-16:00 |  | |  |  |  |  |  |  |
| 16:00-17:00 |  | |  |  |  |  |  |  |
| 17:00-18:00 |  | |  |  |  |  |  |  |
| 18:00-19:00 |  | |  |  |  |  |  |  |
| 19:00-20:00 |  | |  |  |  |  |  |  |
| 20:00-21:00 |  | |  |  |  |  |  |  |
| 21:00-22:00 |  | |  |  |  |  |  |  |
| 22:00-23:00 |  | |  |  |  |  |  |  |
| 23:00-00:00 |  | |  |  |  |  |  |  |

Monitoring for two nights a week, as follows, would cost:

|  |  |  |  |
| --- | --- | --- | --- |
| Friday 18:00 to Saturday 05:00 | Peak | 90p per camera per hour | £9.90 per camera |
| Saturday 18:00 to Sunday 05:00 | Peak | 90p per camera per hour | £9.90 per camera |
| TOTAL PER WEEK PER CAMERA | 24 hours per week |  | £19.80 per week per camera |

Monitoring for the three nights a week, as follows, would cost:

|  |  |  |  |
| --- | --- | --- | --- |
| Friday 18:00 to Saturday 02:00 | Peak | 90p per camera per hour | £7.20 per camera |
| Saturday 18:00 to Sunday 02:00 | Peak | 90p per camera per hour | £7.20 per camera |
| Sunday 18:00 to Monday 02:00 | Off-peak | 65p per camera per hour | £5.20 per camera |
| TOTAL PER WEEK PER CAMERA | 24 hours per week |  | £19.60 per week per camera |

Monitoring for the three nights a week, as follows, would cost:

|  |  |  |  |
| --- | --- | --- | --- |
| Monday 20:00 to Tuesday 02:00 | Peak | 90p per camera per hour | £5.40 per camera |
| Tuesday 20:00 to Wednesday 02:00 | Off-peak | 65p per camera per hour | £3.90 per camera |
| Wednesday 20:00 to Thursday 02:00 | Off-peak | 65p per camera per hour | £3.90 per camera |
| Thursday 20:00 to Friday 02:00 | Peak | 90p per camera per hour | £5.40 per camera |
| Friday 20:00 to Saturday 02:00 | Peak | 90p per camera per hour | £5.40 per camera |
| Saturday 20:00 to Sunday 02:00 | Peak | 90p per camera per hour | £5.40 per camera |
| Sunday 20:00 to Monday 02:00 | Off-peak | 65p per camera per hour | £3.90 per camera |
| TOTAL PER WEEK PER CAMERA | 42 hours per week |  | £33.30 per week per camera |

For illustrative purposes, the WCCCTVMG costs are:

|  |  |  |  |
| --- | --- | --- | --- |
| Thursday 18:00 to Friday 05:00 | WCCCTVMG hours | 43p per camera per hour | £4.73 per camera |
| Friday 18:00 to Saturday 05:00 | WCCCTVMG hours | 43p per camera per hour | £4.73 per camera |
| Saturday 18:00 to Sunday 05:00 | WCCCTVMG hours | 43p per camera per hour | £4.73 per camera |
| Monday 18:00 to Tuesday 05:00 | WCCCTVMG hours | 43p per camera per hour | £4.73 per camera |
| TOTAL PER WEEK PER CAMERA | 44 hours per week |  | £18.92 per week per camera |

Monitoring hours are stipulated by Liskeard Town Council and should be in no less than four- hour blocks. Extra hours and additional cameras may be added by Liskeard Town Council during the contract period. Monitoring is billed quarterly or annually, according to the wishes of Liskeard Town Council.

Contact Details

For further information on any of the services offered by the Critical Control Centre, please contact our Business Development Manager, Traci Parker, on 01872 324384 or email [tparker@fire.cornwall.gov.uk](mailto:tparker@fire.cornwall.gov.uk).

CCTV and Critical Control Centre

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Neighbourhoods Directorate  
Cornwall Council