

Working in partnership with the City of Nottingham

'Creating a cleaner, safer living environment for Nottingham City residents'



Challenge

In November 2000, local crime partnerships across the country were invited to submit outline bids to the Home Office's CCTV Initiative. Nottingham City Council submitted an ambitious bid and was awarded £2.7m in addition to the £2m already funded from the Neighbourhood Renewal Fund.

A programme of change was implemented to rationalise the number of Control Rooms operated across the City, by constructing a purpose made Control Room large enough to house all existing Surveillance & Monitoring services and also cater for future expansion.

A further 70 public space surveillance cameras were installed in 'hot spot' areas of the City, and existing CCTV and door entry systems were replaced and expanded in high rise blocks.

The Council subsequently made a strategic decision to re-tender the service as part of the development of the Control Room and the services to the customers; G4S won the three year contract to run the Control Room (and was subsequently awarded a two-year extension). In March 2008 G4S successfully won a re-tender for a further five years.

G4S solution

The principal consideration in relation to this contract is that the staff are the key asset, and are seen as representatives of Nottingham City Council. The manner in which the staff perform the tasks and duties required of them is fundamental to the success of the service being provided. It was therefore essential to achieve an appropriate relationship between the CCTV Manager, the staff, and the Contract Manager.

G4S has developed, in partnership, a bespoke on site training package specific to Nottingham City Council's site requirements, covering the equipment, policies and procedures currently adopted by the Council. We are committed to ongoing training and development of staff and are working with agencies such as the Police to develop training as necessary.

Scope of services

A 47-strong team and Assignment Manager operate all equipment relating to the provision of the various services, receiving information from our partners and passing on such information to the appropriate person to take action.

G4S Secure Solutions (UK) has been working with Nottingham City Council since 2002. Based in Radford, the £1.4m contract provides SIA licensed, trained and qualified personnel for the purpose of staffing Nottingham city's Surveillance & Monitoring Control room.

Cameras are monitored 24 hours a day, 365 days a year, meaning Nottingham City Centre and surrounding areas are constantly under the watchful eye of G4S.

Such services include operating and monitoring the CCTV cameras and recording equipment, door entry systems, PA systems, tape management duties, answering phone calls, recording and passing on information, as follows:

- 200 public space surveillance cameras across the City Shop and PubWatch radios
- Activity in 21 high- and low- rise blocks across the City Approx. 800 static colour cameras
- Approx. 30 roof PTZ colour cameras
- Door entry systems to approx. 2,300 properties
- Fire alarms in the high-rise blocks.



The service is provided using the following resources, with staff trained to work at any operator position:

- Three operators per shift monitoring high-rise blocks and providing a concierge service
- Five operators per shift monitoring 200 public space surveillance cameras
- One media manager
- One administrator
- One mobile response officer per shift.

A mobile patrol service is also provided to respond to incident and noise complaints within the high-rise blocks. One dedicated trained patrol officer per shift ensures there is a high profile and visible support function. The officer will liaise with local tenants, association leaders and residents to support the welfare of the community.

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Working in partnership with the Police Authority

G4S officers work closely with the local Police to ensure the safety and security of local residents:

- Officers at the Police Central Control Room can view any pictures from any public space surveillance camera to assist in the responses to incidents
- Direct telephone communications to any Police operator at Police Central Control Room
- Use of the Police airway radio system
- Police use the Control Room to carry out their own surveillance operations
- Carry out covert surveillance for the Police when requested
- Attend weekly hotspot tasking meetings with the Police and other community safety partners
- Cameras linked to the Police ANPR system.

Results

The benefits of working together to establish a secure City Centre can be demonstrated by the following statistics from January-December 2007:

- 4,870 incidents recorded from public surveillance cameras
- 790 incidents recorded within high-rise blocks
- 1,802 noise complaints recorded
- Total number of viewings by Police was 1,528
- Control Room staff dealt with over 500 calls per day.

These successes contribute to the Council's objectives for the Control Room service – creating a cleaner, safer living environment for Nottingham City residents, continuing to help support partners in the prevention and detection of crime, continuing to monitor the service through innovation, and continued commitment to training and development of the staff to deliver a quality surveillance and monitoring service.



"As far as I'm concerned, outsourcing has been a huge success, compared to operating with in-house staff. I would not have been able to do the job I am expected to do if the service was still managed in-house and outsourcing has proved Best Value for the City of Nottingham. I feel the employment of a full time Assignment Manager on-site has been particularly successful given the size of the contract. G4S has worked extremely well with the Council in order to continuously improve standards of service and has always demonstrated a 'can do attitude' towards change."

John Broomfield, Nottingham City Council, Surveillance & Monitoring Services Manager.



Nottingham
City Council

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