



## TORBAY COUNCIL UPGRADES CCTV NETWORK WITH OPENVIEW

Torbay Council is the local authority of Torbay in Devon delivering services to Torquay, Paignton and Brixham. It is a unitary authority, having the powers of a non-metropolitan county and district council combined.

### The Challenge

Torbay Council wanted to upgrade its public space surveillance system by upgrading the CCTV control room at its headquarters in Castle Circus in Torquay and installing the latest HD wireless digital cameras connected through a new town centre wireless network that would deliver interference-free connectivity. It was important that this wireless infrastructure offered high levels of future-proofing and provided sufficient bandwidth to easily add more cameras to further extend network coverage as required.

### The Solution

OpenView Security Solutions, the leading provider of CCTV and IT infrastructure solutions to the public sector, was awarded the contract after winning a competitive tender.

“The ability to demonstrate a successful track record in successfully completing many other similar high profile projects and the cost were key factors in awarding OpenView this contract,” commented Steve Cox, Environmental Health Manager at Torbay Council. “The installation was completed without any service disruption and we have been impressed by the way that OpenView has subsequently worked with us as well as the high calibre of the specialist technicians that were assigned to the job.”

The £420,000 project to upgrade the public space CCTV network was funded by Torbay Council with an additional £60,000 contribution from Alison Hernandez, the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly.



**Councillor Steve Darling, leader of the Torbay Council, with Police and Crime Commissioner Alison Hernandez and Superintendent Jez Capey in the CCTV monitoring centre**

“CCTV has proved its worth time and time again in terms of deterring crime and convicting criminals, but it can do so much more than that,” commented Hernandez. “Across Devon and Cornwall we have all too many cases of high risk missing people, with 11,114 people reported missing in the year to March 2019. High quality CCTV is a vital tool in the armoury when it comes to finding these vulnerable individuals. It also helps to protect frontline police officers and compliments the roll-out of body worn video.”

As well installing 120 new IndigoVision digital HD cameras in town centre and multi-story car park locations, OpenView equipped the CCTV control room with a new IndigoVision Control Center video management suite. This provides Torbay Council with detailed images for the majority of the public CCTV network. This was installed during quieter periods to minimise service disruption. The Control Room has radio links to police, retailers and other partners such as street pastors, to enable a fully supportive system.

OpenView also installed a new wireless IP network comprising high capacity, point-to-point links from Siklu and InfiNet to deliver interference-free connectivity across the Torquay, Paignton and Brixham areas. As well as providing fibre-like performance and low latency, the new IP network is future-proofed and provides sufficient bandwidth to easily add more cameras to further extend network coverage.

“The new wireless CCTV infrastructure will enable us to achieve significant revenue savings by eliminating the need for expensive leased fibre lines. These savings will be offset against the capital repayment costs making the investment for the council cost neutral,” added Cllr Steve Darling. “In addition, the new digital system captures the highest quality images. I have spoken with the two inspectors responsible for neighbourhood policing in Torbay and they were delighted at the improved standard of picture that the new digital CCTV system has generated and felt this would have a significant impact in tackling crime on our streets.”

Chief Superintendent Keith Perkin, Devon and Cornwall Police commander of the South Devon area, added: “This will support our efforts in reducing crime, keeping people safer and bringing to justice those who are intent on breaking the law. Too often, many escape justice because of the quality of the images captured on CCTV. The new technology will undoubtedly help us in our investigations, leading to more people being put before the courts.”

According to Andy Ward, Sales Director at OpenView: “The award of this important contract demonstrates that OpenView is now widely recognised as being one of the leading independent suppliers of CCTV and wireless infrastructure solutions that deliver a high quality and resilient service. With highly skilled, manufacturer certified technicians strategically located across the UK, we have a unique ability to meet the requirements of projects of every size in short timescales.”

The new system was officially switched on in October 2019 and is enabling Torbay Council to improve public safety, reduce crime and find vulnerable missing people.