

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

I am writing to you to obtain information about your Public Space CCTV service ("the CCTV Service"), specifically the type and age of systems currently in use, their maintenance, operational costs and your compliance to the Data Protection Act.

We are currently researching into the current state and effectiveness of Public space CCTV and the value for money it affords to the general public.

To outline my query as clearly as possible, I am requesting the following information:

1. Who is the person or persons responsible for the operation of you CCTV Service within your Council?

[The Team Leader CCTV & Network Communications](#)

2. Who is the person responsible for procuring additional CCTV equipment and services within your Council?

[As above in conjunction with Corporate IT Procurement](#)

3. In which year did you commence your CCTV Service?

[Approximately 1970](#)

4. How many staff (direct or contract) are employed by the CCTV service?

[18](#)

5. On average how many shifts do you operate for monitoring your CCTV in any 24hr period?

[2 to 6](#)

6. On average how many CCTV operators do you have on a shift and how many supervisors?

[1 supervisor and 4 operators](#)

7. How many PTZ (pan tilt zoom) and fixed cameras does the CCTV Service currently monitor?

[793 PTZ and 7 fixed](#)

8. How many incidents (reported or detected) does the CCTV Service monitor on a monthly basis (average)?

[Anything from 300 to over 600](#)

9. How many incidents which the CCTV Service monitors results in arrests being made? (Estimated %)?
Not disclosed by Police
10. 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 provide a monitoring service for some schools which is chargeable.
11. Have you upgraded your CCTV recording systems from VCR to a Digital Video Recording to store CCTV footage / images on Hard Disks or raid storage devices?
Yes
12. 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 digital and analogue matrices used
13. What is the name of the manufacturer of your analogue CCTV switching matrix or virtual CCTV matrix?
Tyco and Openview
14. What method of transmission do you use for relaying CCTV images to you CCTV monitoring, control and recording equipment i.e. wired lines / fibre circuits, wireless or both?
Fibre, copper, microwave and ADSL
15. How many wired / fibre circuit's do you currently use for relaying CCTV images and control data and what is the annual spend for these wired / fibre circuits?
800 at £150k per annum
16. What is your current retention policy for retaining CCTV footage / images i.e. how many days do you retain stored / recorded CCTV footage?
28 days
17. Are all your CCTV cameras controlled using Open Protocol ("Pelco") or are they operating on a Closed Protocol i.e. manufacturers own Protocol?
Closed protocol
18. 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 your CCTV systems and cameras? if not then please advise what level of service and maintenance cover you currently have in place ?
System 1 -Best endeavour cover next day all parts except vandal or lightning strikes and system 2 all labour plus materials

19. 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 and or pending failures?

Digital email alerts

20. What is the total budget for operating your Public Space CCTV Service?

Approximately £980k per annum excluding payroll costs where applicable.

21. What proportion (estimate) of your annual Public Space CCTV Service budget is used for maintaining all the equipment used within the CCTV service.

Approximately 37%

22. What is proportion (estimate) of your annual budget is used for the replacement of faulty or outdated equipment?

10 to 15% on average

23. 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 in increase or reduction in % terms.

Stayed the same, only increased if equipment increases

24. 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 in increase or reduction in % terms.

System one reduced by 10%, system 2 increased by 1%

25. Do you currently use security advisors to advise you on matters relating to your CCTV Service?

No

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Support
Leicester City Council**

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: FOIA@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.