

MEYERTECH[®]
SECURITY *with* **VISION**

**Project
Portfolio:**
**Harrogate Borough
Council**

A DIGITAL VISION

Harrogate is a spa town in North Yorkshire which is steeped in history from the 1842 Royal Pump Room to the monument to Queen Victoria. Today the town is a popular tourist destination so ensuring the public's safety is the council's number one concern.

Since its opening in January 1997 Harrogate Borough Council CCTV control room has offered peace of mind to residents and visitors alike. Based in a secure central location it operates 24 hours a day 365 days a year. The cameras are situated across the four main towns in the district including Harrogate, Knaresborough, Ripon and Boroughbridge. Harrogate operates over 180 cameras linking back to the control room which cover public space, council owned car parks, homeless hostels and places of business.

Since the control room's inception it has been necessary to continue to embrace new technology to ensure the best quality surveillance is provided at all times. In 2012 it became necessary for Harrogate BC to refresh the aging control room to enable the continuation of this invaluable service.

JULIA STACK, COMMUNITY SAFETY & CCTV MANAGER:

“Our main purpose is to provide surveillance to prevent and detect crime across the Harrogate district. In addition to surveillance we want to provide evidence principally to North Yorkshire Police to aid in court cases, by working closely with local businesses through a radio-link scheme the new system makes it safe for residents, businesses and the general public.”

Julia added: “We recognised that our Control room was getting old so we looked at the different types of technology available to us but decided to draw on the expertise of a Project Consultant to identify what exactly it was that we needed.”

THE CONSULTATION PROCESS

With Harrogate Council requiring clear guidance, they appointed Roger Hardiman of RJH Consultancy to provide key technical support in upgrading the control room. We interviewed Roger on his involvement and what insight he brought to the project.

WHAT WAS YOUR INVOLVEMENT IN THE HARROGATE PROJECT?

Rodger Hardiman: “The Council had a vision to upgrade their analogue CCTV system to support new technologies including IP Cameras and High Definition Cameras and to use their internal IT network for bringing camera images back to the control room. They needed a Technical Consultant to advise them on the latest products and technologies available and to assist them with the procurement process.”

WHAT WAS YOUR TECHNICAL CONTRIBUTION TO THIS PROJECT?

Rodger Hardiman: “There were three parts to my technical contribution. The first was identifying the Council’s needs, putting those into a Technical Specification that was circulated to CCTV Integrators. The second was to carry out a technical evaluation and price evaluation of the proposals put forwarded by half a dozen CCTV Installers. The final part was to oversee the installation and to carry out my own independent sign off checks on the system once it had been installed.”

WHY DID YOU SELECT MEYERTECH TO PROVIDE THE VIDEO MANAGEMENT SYSTEM?

Rodger Hardiman: “The Council had an existing Meyertech system in place and I evaluated the latest products from Meyertech, along with the latest products from two other video management systems companies against the Council’s requirements to support new technologies including IP cameras, HD cameras, to use the internal IT network for CCTV images and also to provide an audit trail of operator activity and incident logging. The Meyertech system met those needs with the added advantage of the control room staff already having experience of older analogue Meyertech products.”

MEYERTECH'S DESIGN & INNOVATION

Meyertech has been designing innovative video management solutions for over ten years and is one of the UK's leading vendors in this field. Due to its popularity with the Harrogate CCTV operators Meyertech was asked to refresh the currently installed system with the latest FUSION-Core-Solar Video Management Software (VMS), one of the first video management systems to offer full ONVIF compliance.

BEN NELSON, TECHNICAL SUPPORT TEAM LEADER:

"Meyertech's system at Harrogate is referred to as a Hybrid solution. At the heart of the system lies a Virtual Matrix Manager (VMM) which seamlessly integrates to the existing ZSC-1000+ (site controller), Series 3 Video Analogue Matrix and a number of ZoneVu Keyboards".

'Individual analogue matrix outputs are fed to each operator desk position, this allows the operator at any time to select analogue or digital video images for the review, including monitoring of events. This offers the best of both worlds for the operator.'

ANDREW DENTON, SALES EXECUTIVE:

"The brief for the current project was to provide a new video management system and monitor wall system allowing IP video integration, in addition to integration with Harrogate's existing recording system. Aside from the new video management system (FUSION-Core-Solar) and monitor wall, there was also a requirement from Harrogate for incident logging (FUSION-Incident-Select) and a full auditing suite (FUSION-Audit) within the new system. All this was provisioned through a competitive tender process where Meyertech provided competitive proposals to a number of system integrators who were tendering for this project."

SYSTEM INTEGRATION PROCESS

Since its formation in 1999 Baydale has been built up and driven forward by a team of specialists with extensive technical and management expertise. Under the direction of this team experienced project managers, engineers and administrators adhere to a stringent quality management system to ensure that Baydale's systems deliver in terms of functionality, performance and price. And Harrogate was no exception.

We sat down with Baydale Control Systems Technical Director, Andrew Ward to get his thoughts on the integration process, the vision for the new control room, and the challenges this posed for his team.

ANDREW WARD, BAYDALE CONTROL SYSTEMS TECHNICAL DIRECTOR:

“The vision for the control room was fully understood from working with Harrogate Council in the partnership, we developed that vision through the tendering process to incorporate a full IP based control room, while migrating all of their analogue systems and primary infrastructure into a platform that can be moved forward. The Vision for Harrogate was shared by everybody.”

Commenting further on the challenges of the project Andrew Ward: “One of the biggest challenges we faced was to bring the entire system onto an IP platform. This is something we have huge experience in delivering as a project. We worked together in partnership with the Consultant, Client, Meyertech and Harrogate's IT Department to deliver a system designed for their network.”

THE RADIOLINK SCHEME

North Yorkshire Police and Harrogate Borough Council have joined forces to create the Business Against Crime Radiolink scheme. Radiolink is a 'not-for-profit' crime reduction partnership with members from the retail, licensed premises, transport and other business groups. It shares the aim of reducing the effects of crime on businesses and works together to make Harrogate town centre a safer place for customers and staff and to deter offenders.

AUBREY SMITH, RADIOLINK SCHEME HARROGATE SAFER NEIGHBOURHOOD COMMANDER:

"CCTV is used on a regular basis by officers who patrol the town centre or any other areas which are covered by CCTV. It is vital in the evidence chain, as pictures paint a thousand words. It provides context on the incident which aids officers in providing finer detail which is sometimes missed by witnesses. 'CCTV is used very well to paint a bigger picture of an incident that has occurred."

CHRIS CHELTON, RADIOLINK CO-ORDINATOR FOR HARROGATE BC:

"My role is to provide a link between CCTV operators the police, retailers and licensee's, so if there are any incidents they can summon the emergency services for assistance. The benefits of being a member means they get a very fast response time here in Harrogate and with the benefit of a good radio network the operators can contact the police and emergency services on their own networks. This guarantees a fast response to our members."

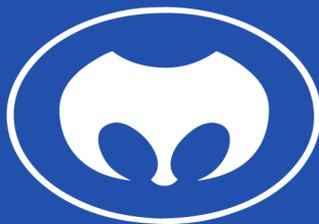
RADIOLINK MEMBERS OF LOCAL BUSINESS, COMMENTING ON THE SERVICE:

“Definitely worthwhile it’s a great preventative measure for crime in the night time economy, it also links well with the rest of the licence trade, so we get good information distributed on potential incidents”. “Its defiantly eradicated any problems we had in the store and it makes my staff feel so much more secure knowing we have that contact straight away.”

Chris Chelton: “My role is also to look at the intelligence on shoplifting gangs, and local criminals. Meyertech’s Incident Management Software makes this much easier. I can interrogate the incident management software on recent crimes by performing a search, that in turn provides intelligence which I can then feedback to other crime reduction partnerships.”

CONCLUSION

The CCTV control room refurbishment and upgrade was completed on time and within budget in September 2012. Harrogate now operates with a hybrid (IP-Digital and analogue) video management system which is ONVIF conformant, flexible and able to adapt to complex system requirements, meaning the council can look to the future with confidence and be safe in the knowledge that with Meyertech VMS it can accommodate other local authorities and new customers to help generate revenue.



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