

# IMPROVING CITY CENTRE SAFETY



## WORCESTER CITY COUNCIL

Worcester is a beautiful British cathedral and university city with a fascinating history of industry, a wealth of interesting architecture, top class sports teams and venues, a thriving high street and a vibrant programme of events. Worcester City Council provides efficient essential services for over 95,000 residents and, working with the local community, it aims to create a prosperous, safe city and to improve the quality of life for residents, students and visitors. Worcester City Council operates a video surveillance system in the city centre predominantly for crime prevention and deterrence, facilitating the apprehension and prosecution of offenders, identifying missing persons and flood monitoring.

## CUSTOMER PROFILE

**ORGANISATION:**  
Worcester City Council

**INDUSTRY:**  
Local Government

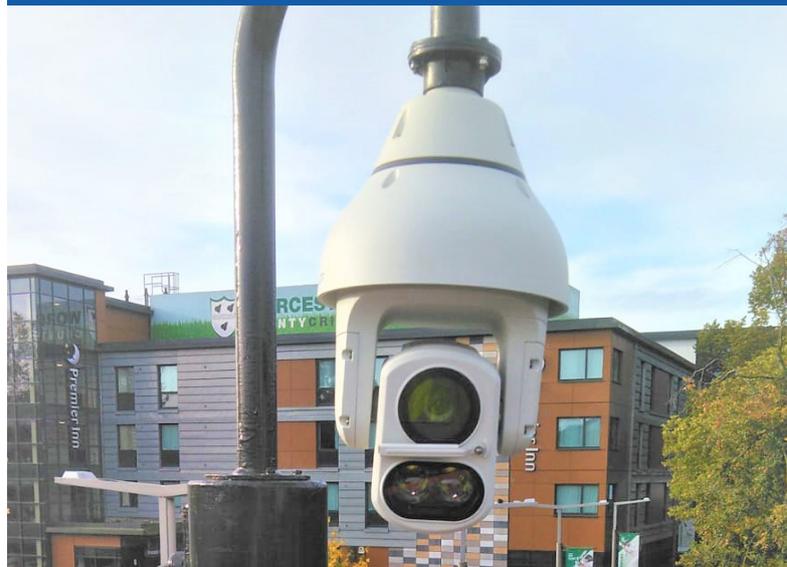
**PARTNER:**  
Tellemachus Ltd

**LOCATION:**  
Worcester, UK

### MOTOROLA SOLUTIONS PRODUCTS:

Motorola Solutions' Video Security & Analytics solution comprising:

- Avigilon H4 IR PTZ Cameras, H4A Multisensor cameras and H4A HD Bullet Cameras
- Avigilon NVR Series 4 Premium Network Recorders
- Avigilon Control Center (ACC™) Video Management Software Version 7
- Avigilon Self-Learning Video Analytics including Appearance Search™



**“In implementing this project, Tellemachus has been able to overcome numerous challenges, such as the original ageing fibre optic network. The Avigilon technology, meanwhile, has provided system reliability and high image quality, as well as advanced analytics. The cameras have been deployed in such a way as to optimise and futureproof the City Council’s investment to keep our communities safe. We now literally and metaphorically have the bigger picture.”**

Warwick Neale, Team Manager Community Services, Worcester City Council



11a High Street (2)

## THE BIGGER PICTURE

In the last nine months of 2020, despite COVID restrictions and the subsequent significant decrease in both daytime and night-time footfall, the Avigilon system helped to provide evidence into over 2,000 incidents, including issues relating to alcohol consumption, antisocial behaviour, assault, burglary, damage, driving under the influence of alcohol, drugs, missing persons, public order, robbery, sexual assault, suspicious behaviour, theft and traffic offences.

## CHALLENGE

Tellemachus first started working with Worcester City Council several years ago, as the council knew Tellemachus from its work with the University of Worcester, which has an expanding Avigilon system. At this stage Tellemachus stepped in to maintain the council’s existing, ageing analogue system, which was a mix of old technologies installed over a period of time. As part of this programme, Tellemachus transitioned irreparable analogue cameras to digital Avigilon H4 IR PTZ cameras at IP-enabled locations and installed a new digital Network Video Recorder (NVR) and associated IP network.

Working in liaison with West Mercia Police and Worcester Business Improvement District, Worcester City Council then put out a tender for a full digital upgrade. It wanted to replace all remaining analogue cameras with a mixture of digital IP PTZ cameras and panoramic cameras and change the analogue fibre optic transmission network to a digital IP network with spare capacity for additional cameras and possibly other services such as public Wi-Fi. The tender also included elements such as a video recording system upgrade for extra storage and licences, and a full maintenance contract.

## BENEFITS:

- Increase in safety for residents, students and visitors to Worcester’s city centre; as well as a deterrent, the solution has already provided key evidence in over 2,000 incidents
- Smart installation of cameras, combined with integrated AI and video analytics, delivers exceptional image quality and enables quick, intelligent searches for speedy incident resolution and reduction in man-hours and resources
- The automation and integrated audit trails in Avigilon’s software provides Worcester City Council with a system compliant with Surveillance Camera Commissioner’s third-party certification scheme
- Possibility for easy system expansion and future integration with the systems of the University of Worcester, the council’s car park system and West Mercia Police, as well as the potential to incorporate further Motorola Solutions technology, such as bodycam footage

## SOLUTION

A range of Avigilon PTZ and multisensor cameras have been installed in strategic locations and trouble spots around Worcester city centre; all the cameras have infrared (IR) technology to provide exceptional image quality, even in low-light settings. As Peter Wood, Managing Director, Tellemachus explains: "The mixture of the PTZs and the panoramic cameras is what's important here. You need PTZ cameras to get the wider picture and track a person of interest during an incident, combined with properly aligned panoramic cameras to get the exact shot needed at the required resolution to run the analytics properly. This combination of cameras and extra storage ensures that the system is futureproof and Worcester really does benefit from the quality of evidence and huge extra functionality the Avigilon AI analytics can deliver."

All images from the cameras are fed back to a secure, 24/7 monitoring suite control room now based at Pershore and equipped with the latest version of the ACC™ Video Management Software, for ease of use and future expansion as it can be used for monitoring multiple systems. Working in conjunction with West Mercia Police, control room operators have the ability to switch from camera to camera at the touch of a button, to provide live video feeds into the police CCTV system. Apart from being used internally by the council, the community safety team and in part by the police, recorded footage can only be released to police, insurance or legal institutes, in line with ICO (Information Commissioner's Office) data protection.

Operators can now also use Avigilon Self-Learning Video Analytics including Avigilon Appearance Search™, which enables them to quickly sort through hours of video to locate a specific person or vehicle by entering physical descriptions, uploading a photo, or by finding an example within recorded video. For example, teams spotted a skateboarder in an unauthorised area and used that image to find and resolve numerous similar instances that had been reported by residents, ultimately resulting in the prevention and reduction of complaints.

## BENEFITS

The proactive partnership between Tellemachus, Avigilon and Worcester City Council has ensured the success of this project, from the pre-deployment essential repair and maintenance, to the installation expertise, resilience to overcome challenges, training and ongoing support. The technology affords greater coverage and image quality and the advanced automation significantly reduces the number of hours spent identifying and reporting on incidents, and associated costs have also significantly decreased.

Peter Wood summarises: "There have been a lot of conversations around analytics like Appearance Search and this is a fantastic example of a successful real-world implementation of these technologies on the street. It's great to see the technologies really working for the council, so it can meet its community service goals; and we really enjoy implementing Avigilon systems and our clients enjoy the benefits. We are one of the longest-standing Avigilon partners in the UK. Avigilon has always been ahead of the game when it comes to quality and innovations. With such a fantastic range of products, bolt-on features and functionality from a sole manufacturer, no wonder we recommend Avigilon."



Learn more at [www.avigilon.com](http://www.avigilon.com)

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