



London Borough of Enfield

Working in Partnership to Prevent and Detect Crime

The client

The London Borough of Enfield, with a population in the region of 300,000, falls within the jurisdiction of the Metropolitan Police Force. Since 2006, Legion has managed the Borough's CCTV control room, aptly named the Enfield Public Safety Centre (EPSC), helping to prevent and detect crime through clear objectives:-

- Making Enfield a safer place to live and work
- Working alongside the police
- Acting as part of the community safety team
- Helping to prevent anti-social behaviour.

The EPSC is also an alarm receiving centre which facilitates crime analysis by helping to identify 'hot spots' with safe neighbourhood teams and the police.

"CCTV footage captured at the EPSC has been shown on national news. The experience and expertise of the whole team in monitoring, identifying and communicating with third parties is exceptional." Alan Gardner, EPSC Manager

The Legion approach

Mobilised in 2006 to monitor 14 CCTV cameras, Legion now monitors in excess of 300 strategically positioned cameras throughout the Borough. In addition, the team monitors over 130 lone worker devices which are issued by the Borough to their most vulnerable employees. On a number of occasions, these devices have been activated, allowing the team of skilled Legion operators to listen and take appropriate action.

CCTV cameras, once located solely in the town centre, have expanded to all areas of the borough, including housing estates where cameras are utilised both internally and externally. Cameras are also housed in high-risk, high profile buildings such as the Housing and Benefits Office.

In addition to CCTV monitoring, several of the 21 full time operators undertake traffic enforcement and issue penalty tickets. In recent years, APNR static cameras have been positioned and our operators trained to support the police with stolen vehicle recovery. Over the last 12 months, an estimated £800,000 worth of vehicles have been recovered.

The Legion solution

The Legion team is part of the community safety team, working closely with the local council and police. They have recently been nominated for a BSIA Team Award by the client. The team works proactively and the client relies on the team's experience to identify key camera locations and required system changes to deal with rising crime rates. Incidents across the Borough increased by 45% during 2011 and the diligent work undertaken by the team is considered a vital resource in assisting the Police. The whole team is encouraged to play a role in suggesting how to enhance the service.



Legion values the team and career progression is actively encouraged. For example, an employee who joined the team four years ago as a temporary staff member, now manages the Legion EPSC team.

Operatives work on a ratio of 1:25 cameras, a ratio which is believed to be the optimum working level to ensure observation is pro-active rather than re-active. All operatives receive training and are licensed in public space surveillance. The traffic operators also receive specialist training and all staff receive Gemini software training to deal with alarm receiving. In addition, the team has 14 first aid trainers and 3 fire wardens.

"May I just draw to your attention that the staff at EPSC have been fantastic in the past few weeks and have gone above and beyond in order to help us." Martin Lewis, Police Constable 726JC, Evidential Imaging Officer commenting in August 2011

Client benefits

Performance excellence - the centre produces accurate and timely performance data as a clear demonstration to its varied client base that a value-for-money service is being delivered.

Multi-skilled - training gives staff the ability to rotate services such as CCTV operation, CCTV traffic enforcement, video building alarm removal and lone worker safety support.

Added service value - despite a rapid growth in incidents (45%) during 2011, the professional management of incidents has been able to be maintained with the same staffing levels supported by the installation of additional cameras

Continuous development - high service standards are continually enhanced through the team's ongoing skills training and increased knowledge of new systems to enhance the service.

Community liaison - client objectives are delivered through a partnership approach with the community safety team and police.

Award winning service - the team are regularly commended by the police for their support, receiving both thank you letters and Borough Commander Awards for their professionalism. In 2011, they were nominated by the client for a BSIA Team Award in recognition of service excellence and were winners in the regional category.

Measurable results - there were over 120 arrests in Enfield following the August 2011 riots, many of which were directly attributable to the CCTV analysis undertaken by the EPSC team.

Financial Savings - smart working practices and expertise in CCTV analysis save police time and resources.

www.legion-group.co.uk

0844 967 0682

enquiries@legiongroup.co.uk