

## **CCTV helps ensure safety of holidaymakers at Marton Mere Caravan Park**

*The Bourne Leisure Group, owners of the Marton Mere Caravan Park, has used a combination of CCTV and Intruder Detection equipment to ensure that the caravans and other buildings in the park are secure, especially out of season. The solution has been successfully installed, with another phase to follow, and the company is pleased to be able to uphold its aim of offering a safe and secure environment for its 700+ holiday home owners and its many thousands of annual holidaymakers.*



The Bourne Leisure Group, headquartered in Hemel Hempstead, Hertfordshire, has been trading for 46 years and sees a turnover of £400M per year. The Group's portfolio includes 35 caravan parks, the Warner Hotel Group and Butlins, along with parks in Canada and America. The Marton Mere Caravan Park covers 93 acres of beautiful countryside just outside of Blackpool and has seen a £10 million investment since it was bought in 1996.

The park contains millions of pounds worth of caravans and equipment which needs to be kept secure. Equally importantly, Bourne Leisure is dedicated to ensuring the safety and well-being of the thousands of holidaymakers that flood to the park each year. Being a family destination, parents need to be reassured of their children's safety, and this is a responsibility the Group take very seriously.

Although a CCTV system was already in place, it was almost 30 years old and hadn't been well maintained. Additionally, the cables had been buried in a shallow trench under the ground and were suffering damage from the local wildlife.

Installers Urban Surveillance were asked to recommend a solution and submit a quote for the whole job. Andy Cressey, General Manager at Bourne Leisure Group, was very impressed. "They have given us the whole package," he explains. "Speed of response, a great solution and a competitive price. They work to very high standards and have great attention to detail that really shows in the system they put in place."

### **Site-wide security**

One Vista day/night camera has been positioned on the front gate to capture registration numbers of cars entering and leaving the park. Should there be an incident, this information can be passed to the police to help with their enquiries.

A number of Vista PowerDomes have been placed throughout the park including the entrance/exit points from the bordering nature reserve which had been a favourite place of entry for trespassers. As an area of natural beauty, there is no fencing between the nature reserve and the caravan park which had made it easy to get onto the grounds unnoticed.



The upcoming Phase 2 of the installation will include Vista pan/tilt cameras with integrated IR lighting and a number of Vista vandal resistant domes. "We're going to continue using Vista cameras because of their flexibility," says Mr Hawksworth. "We haven't found an application yet that we haven't been able to adapt them to and the warranty on them is really excellent."

A number of PowerDomes have been installed around the main complex which covers the car parks and caravan sales where all the new holiday homes are stored. There's also a dome at the main gate which covers the main road that passes the front of the park. All footage is recorded on a 9-way Vista Columbus DVR stored in the main sales building.

Mr Cressey is very impressed with the quality of the solution. "The images are fantastic," he says. "They're incredibly clear – even when we're using full zoom there's no degradation to the quality."

Because of the large distances between some of the cameras and the control room, RDT radio transmitters and receivers and telemetry transceivers have been used. These obviously avoid the need for cabling which not only saves money in terms of the quantity required and the labour involved, but also makes maintenance far easier.

The control room in the sales office houses the DVR, while the Vista telemetry keyboard and monitor are 700m away in the guard box. This allows the guards to monitor the site without needing access to the DVR. "We used Belden cable for this," explains Mr Hawksworth. "In my opinion, it's the best type of cable for sending telemetry down."



Looking to the future, Mr Hawksworth is considering the use of a mobile camera which could be located wherever incidents are occurring. The camera and radio transmission equipment would sit up on a pole or tower that has been mounted in concrete. It could then be moved to the problem area and plugged into the caravan power point or possibly powered by battery.

### **Securing the sales office**

The site security is further enhanced with a new grade 3 Pyronix intruder alarm system which can be expanded to cover 128 zones if required. Dual technology PIRs with anti-masking technology (KX15DTAM) have been positioned around the site. In the event of the detection devices being masked, the units will go into a mask fault condition and the alarm will be activated.

Shock sensors have been installed on the windows of the sales office, along with keypad panels for entry/exit and contacts on all the doors. The system is linked to an autodialler which automatically dials four pre-assigned mobile numbers should the alarm be activated. It's also linked to the park paging system that the guards use.

A further eight Vista VVRD domes are positioned around the sales office and are linked into a Quantum 8-way, 260Gb hard drive housed in the building. As the equipment is all manufactured by Vista, all protocols are the same, so there are no issues with it communicating properly. As with the Columbus, the guard can view all information and control the screens from the guard hut.

Combining all these technologies could have caused Urban Surveillance problems. "We had to push the equipment hard to make the solution work," explains Mr Hawksworth. "The Vista domes are working well beyond their published limits, but we haven't had a moments problem with them. They've really excelled themselves." Equipment suppliers Norbain also receive praise from Mr Hawksworth. "Norbain make you feel as if you're all part of the same team," he explains. "Their technical support and sales are fantastic and they have never let me down. This means that whatever solution I offer my customer, I know Norbain are there behind me making sure that I can deliver it."

Mr Cressey is understandably proud of the system that's now in place. "The technology we've employed at the site has given us that added edge," he explains. "The safety of our customers is of paramount importance to us, and the new system means that we can proactively manage this. It's not something you can put a monetary value on, but the intangible benefits are significant."

### **About Urban Surveillance**

Urban Surveillance have been installing all aspects of security equipment for over eight years. This includes CCTV, intruder and fire alarms, Access Control systems, gating and fencing. Customer service forms an important part of their offering which is why they have four vans on the road at any one time, each with a team of two fully qualified installers.

[www.urbansurveillance.pwp.blueyonder.co.uk](http://www.urbansurveillance.pwp.blueyonder.co.uk)