



**Red Snapper**  
Managed Services

# Case Study: Bedford Borough Council



## CCTV Viewing



**4 weeks**  
(20 consultancy days)

### Why?

To obtain evidence to support the case in a timely manner.

### How?

Deployment of a specialist CCTV consultant to catalogue and index 300+ hours of CCTV.

### Outcome:

Completion of a detailed matrix showing times, dates and persons of interest leading to:

**£4,500**

Cash retrieved

**3**

Arrests

**50,000+**

Counterfeit cigarettes  
seized

At the beginning of 2019, Bedford Borough Council (BBC) required support on an investigation into the supply of illicit tobacco within their local area.

As part of their investigation, BBC had seized a CCTV hard drive and had it forensically analysed. This produced a high volume of CCTV footage which BBC required support in reviewing.

**Red Snapper Managed Services (RSMS)** deployed a specialist team to catalogue and index the CCTV footage.

Evidence supplied by the client required a significant level of analysis expertise, therefore **RSMS** deployed a **specialist CCTV review consultant**, to support the investigation.

Actions undertaken during this process included:

- CCTV footage review;
- Identification of the times of sale;
- Identification of individuals present during times of sale;
- Identification of times where large amounts of money were taken from the till;
- Creation of a working document, comprising the aforementioned information

There were **32 days of CCTV footage** taken from the investigation. **Each day had between 2-10 hrs of footage.**

The priority for the project, was to review the footage taken from the three cameras that had been seized. The main camera covered a wide angle view of the shop and the till area where transactions had taken place.

In order to achieve these objectives successfully, RSMS set out a detailed plan of action in the Statement of Works (SoW), following strict Terms of Reference (ToR).

The plan comprised of a number of factors, including: a detailed summary of the project, an outline of the project scope, deliverables schedule, milestones, budget, and an evaluation of special requirements.

In line with the RSMS commitment to a quality-defined managed service, the team collected Management Information (MI) and provided weekly reports in order to quantify the contract performance against the agreed project outcomes. Given the sensitivity of this investigation, the provision of high quality evidence was of the utmost importance.

In doing so, the team were able to deliver the necessary expertise to support the BBC investigation and provide a quality-assured managed service, to help guide the project over the finish line, at speed, to meet customer expectations.

After the completion of 20 days of total work, including 9 days' worth of CCTV review, the allocated consultant identified more than **1,000 customers** and over **3,000 packs of illicit cigarettes sold**. The specialist consultant was then able to collate, catalogue and index this high volume of data within the timeframe agreed between RSMS and BBC.

Success on this project was assessed against objectives outlined within the SoW and a comprehensive summary of outcomes was presented to the client upon completion.

In this instance, BBC had set out a clear objective of obtaining support for CCTV review. RSMS ensured successful outcomes through consistent and expertly provided MI reports and evaluations against objectives.

**3 suspects arrests, £4,500 cash was retrieved and over 50,000 packs of cigarettes were seized.**

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I would like to thank you for the work you have done and the quality of it is fantastic. I would also like to thank you for your complete professionalism. You needed minimum direction and you have produced a fantastic piece of work which I have no doubt will be of immense value in this investigation.

**Paul Brennan**

Trading Standards Team Leader