

# SHOPPING, SAFER: LIBERTY SHOPPING CENTRE'S SECURITY SYSTEM UPGRADE



## Project Information

### Location:

Liberty Shopping Centre,  
Romford

### Suppliers:

Link CCTV Systems

### Completion Date:

August 2023



Throughout the summer months of 2023, Link CCTV Systems completed the full overhaul of the Liberty Shopping Centre's security systems, including the installation of over 150 cameras, over 30 access controlled doors and a complete control room refurbishment.

Romford, one of London's historic market towns, and the birthplace of many famous east enders such as Frank Lampard, Gemma Collins and Richard Madeley, is not only known for its celebrities, but for its bustling high-streets and multitude of shopping centres.

The Liberty Shopping Centre, which sits adjacent to another of Link CCTV's clients, Romford Brewery, was built in 1968. The centre takes its name from the former Liberty of Havering and is the largest indoor shopping centre in the borough of Havering, covering 432,000 sq ft. The Liberty has an annual footfall of 23 million, equating to 425,000 people per week and is the go-to shopping centre for fashion, beauty, lifestyle and accessories.

During the summer months of 2023, and following a successful tendering process where Link CCTV Systems were asked to demonstrate how they would upgrade the existing derelict security systems, work began. And within 10 weeks, Link CCTV's Projects Team had completed an overhaul of the shopping centre's security systems. The project, which was completed ahead of schedule, included the installation of over 150 new cameras, 30 access-controlled doors, intercoms, a new roller shutter, and a completely refurbished control room. To support this, a new IP network was installed through the site, consisting of over 13,000 metres of new cat6 and fibre optic cabling, with new core and remote network switches.

Link began the project by deploying a new fibre optic network around the huge site, which included areas such as the service yard, the back-of-house, the car park, and the mall. Following this over 150 new cameras were installed, utilising the latest technology provided by both Avigilon and Hikvision. The result? Clearer, crisper coverage of the site, and increased the protection for the shoppers.

Another key aspect of the project was the implementation of a new roller shutter securing the entrance to the site. The Link Projects team carefully removed the old derelict old access gates and replaced them with a new electric roller shutter gate. This makes the shopping centre not only more secure, but it gives this access point a clean, sharp look.

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The Control Room has been completely refurbished and is unrecognisable from its previous incarnation. The carpets were removed and replaced, whilst the whole room was painted and re-cabled, with much of the redundant cabling decommissioned. A new security hatch and key safe have been installed, along with a new entry door, providing secure access to the room. A new control desk has also been installed, which sits just in front of the impressive new HD monitor wall, lit up by blue LED lighting. Blue LED lighting is a key part of the slick newly designed control room. Not only does it surround the HD monitor wall, but it appears on the ceiling lights and within the newly installed rack, housing the Avigilon servers, giving the whole room a sharp, professional look.

To finish the project, the Projects Team installed over 30 Paxton Access Control systems. These systems were deployed all around the huge site, securing areas that were previously easily accessible to the general public, providing better control of the site. These, alongside the new cameras and the new roller shutter, further protect the site and allow secure access for the shopping centre's tenants and security team. The security team are benefiting from Avigilon Solution with Appearance Search, helping them find people of interest in a fraction of the time a similar search would take with the previous system.

The difference in technology and operations is "night and day" following the upgrade, and Link CCTV Systems are equal parts proud and grateful to have worked on such a complex and multifaceted project with such a supportive client.

The team at The Liberty also had very positive words to say about the project, with Centre Manager Tom Stobbart commenting on how the new systems "capture many more events due to the vast improvement in the quality of the cameras and the pictures they display on the monitor wall". Tom also mentioned how the new cameras allowed the security team to "accurately view all events at any given time", and beamed when describing the newly refurbished control room, mentioned "it looks really modern and professional".

As for the project management and delivery of the project, supplied by Link CCTV Systems, Tom said "The project management was first class. The Link Team were incredibly professional, polite and helpful. We had constant contact with Ryan who managed the project, whilst Jason, Duane and the rest of the team on site were very approachable and worked with care. Really happy with the service."

Can Link CCTV Systems help your business? Contact us today to find out.

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**Tom Stobbart**

Public Protection Manager,  
Chelmsford City Council



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