

Norwich Union Risk Services

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CCTV Systems – Guidelines for Purchasers

This factsheet is intended to provide general guidance on matters to be considered when arranging the installation of a new CCTV security system at commercial premises.

Why CCTV?

Before deciding to install a CCTV system a careful analysis of the problem(s) needing to be addressed should be made. Only then is it possible to :-

- a) Decide if, or to what extent, a CCTV system is likely to be a solution.
- b) Clearly discuss system requirements with prospective installers.

Who should install CCTV?

To help ensure you obtain an adequate and reliable CCTV system, use an installer or RVRC accredited by the National Security Inspectorate (NSI) or Security Systems & Alarms Inspection Board (SSAIB); as they are audited against British Standards for system design, installation, maintenance, and monitoring plus those relating to staff security vetting, training and record keeping.

What Type of System is Required?

Having chosen a competent installer you should work with them to ensure that your requirements for cameras, lighting, viewing, recording, and any remote monitoring, are clearly understood and achievable.

Your installer should be able and willing to state the standards that will be observed for installation and monitoring, e.g.:-

- BS EN 50132 – Only part 1 - System Requirements, part 2 - Black and White Cameras and part 7 - Application Guidelines are published.
- BS 8418 - Installation and Remote Monitoring of Detector Activated CCTV. This is a pre-requisite for all CCTV systems to which a police response may be required, but provides a good basis for any CCTV system linked to a RVRC.
- NACP 20. CCTV Code of Practice issued by the NSI.

- BS5979. Code of Practice for Alarm and CCTV Receiving Centres

General Points to Consider

Individual circumstances will dictate system requirements, but in general the following aspects should always be considered:-

All Systems

- When and where the system will be operating e.g. day or night, inside or outside and any lighting required.
- If colour or black and white pictures will be most useful. Colour is helpful when live viewing (e.g., to help establish the colour of a car or a persons clothes); whereas black and white can give better picture detail, useful for recording fine features such as car number plates.
- Whether fixed or moveable cameras are appropriate and whether they are to be visible (overt) or concealed (covert). If the latter, staff privacy concerns may need consideration.
- How is the system to detect the events you wish to monitor i.e. will cameras always be live or only activated by alarm sensors.
- Are images to be viewed and/or recorded, and if so on site and/or at another location.
- Ensure that system cameras and other components are sited to minimise the risk of vandalism/interference.
- Is the provision of a back up power supply required or indeed feasible.
- What routine maintenance or cleaning of cameras and housings is required.
- Staff will need training in the correct operation of the system, their legal responsibilities under the Data Protection Act plus safety and legal considerations if dealing with any observed criminal acts.
- Under the Data Protection Act 1998 most CCTV systems will need to be registered. The Data Protection Commissioner has issued a CCTV Code of Practice with which all CCTV users should comply.

On Site Recording Systems

- What are the advantages of digital recording over videotape.
- Recording equipment should not be sited in unmanned areas, as it may easily be interfered with. If recorders are to operate

when the premises are unattended they should be in a secure, and preferably concealed, area or enclosure to hinder theft of the tapes and/or the equipment.

- If using time lapse recording, ensure that pictures from all cameras will be recorded sufficiently often that key moments in any event will not be missed.
- Recorders should be correctly set to undertake accurate 'picture tagging' i.e. noting the date/time within each image.
- A procedure is required for regular checking of recorded image quality.
- If videotapes are used, you need an adequate number to allow time for delayed discovery of an event and still have the appropriate recording available for viewing. Police generally recommend one month's worth of tapes be numbered and used in strict rotation.
- Videotapes will need replacing and tape heads cleaning in accordance with the manufacturer's guidance.

Remotely Monitored Systems

- In accordance with BS 8418 ensure that failure of or deliberate interference with all vital parts of the CCTV system e.g. the power supply, wiring, video signals from cameras and the transmission link to the remote monitoring centre can be detected and notified to the RVRC.
- Systems should store and transmit upon connection to the RVRC 'event/alarm image' pictures. This will give operators a clearer idea of what caused the activation and what type of response may be appropriate.
- When connected to the site remote operators should be able to view any camera and alter camera views.
- Ensure RVRC operators can speak to the site to issue audible warnings to any unauthorised persons seen.
- If a RVRC is to be able to quickly and reliably ask for police attendance, your CCTV system will need to have a Unique Reference Number (URN) issued by the Police force in whose area the premises are located. The installer and RVRC must also be NSI or SSAIB accredited.
- Clear instructions should be recorded in a 'Response Plan' or 'Service Agreement' outlining the actions that are required after any activation or fault signal. These can encompass notifying the Police, internal or external security staff, staff keyholders, maintenance engineers, or indeed any appropriate combination of them.
- Those expected to attend site should know how to operate all the site security

systems, have authority to authorise essential repairs and be prepared to remain at the premises until adequate security has been restored.

- If subcontracted security guards are engaged to monitor CCTV on site or act as response personnel where CCTV is monitored remotely, they must hold a license. Licenses are issued by the Security Industry Authority, under the terms of the Private Security Industry Act 2001.

Key Action Steps

- Decide what your problem is and what you wish the CCTV system to do.
- Choose installers carefully and fully discuss your requirements. Obtain several quotations and check references.
- Consider the need for routine maintenance and access to service engineers in case of breakdown.
- Establish clear procedures for staff and RVRC operators to follow.
- Check if you need to register your system with the Data Protection Commissioner.
- Inform any interested insurer and seek their advice. This is particularly important if you want the CCTV system to replace any existing security measures, e.g. manned guarding or a conventional intruder alarm.
- Check that any contracted guards or response personnel hold an SIA license.
- Regularly review system operation.

Sources of Further Information

National Security Inspectorate
0845 006 3003 or www.nsi.org.uk
Security Systems Alarm Inspection Board
0191 296 3242 or www.ssaib.org
British Security Industry Association
01905 21464 or www.bsia.co.uk
Data Protection Commissioner
01625 545700 or www.dataprotection.gov.uk
Security Industry Authority
0870 243 01000 or www.the-sia.org.uk
Your local Police Crime Reduction Officer
Other Hardfacts Numbers:-
3001 – CCTV – An Introduction.
3005 – CCTV - Glossary of Terms.

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Norwich Union Risk Services operates a Risk Helpline during normal business hours for the cost of a local telephone call. The telephone number is:
0845 366 66 66
www.nu-riskservices.co.uk