

DYFED-POWYS CCTV SYSTEM GUIDELINES FOR LICENSED PREMISES



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POLICE AND CRIME
COMMISSIONER



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**DYFED
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Dyfed Powys Police
CCTV Systems within Licensed Premises

1. Introduction

This document is intended to provide a **minimum** performance specification for the installation of a CCTV system, or the upgrade of an existing system, within licensed premises. The primary objectives of installing a CCTV system within such an environment are –

- To seek to influence behaviour of patrons.
- To protect staff and property.
- Where necessary, to provide unequivocal evidence of an incident to assist subsequent prosecution.

A suitably qualified company must be employed to design and install the system to ensure compliance - NSI Gold or SSAIB Certified.

An operational requirement and system specification must be supplied to the Dyfed Powys Police Licensing Officer and Licensing Authority.

2. Operational Requirement

What is an Operational Requirement?

In its simplest form, an Operational Requirement (O.R) makes the reader ask a series of simple questions -

- Why am I installing a CCTV system?
- What do I want it to do?
- Where should I install cameras?
- How should I record the images?

- The Home Office Centre for Applied Science and Technology (CAST) advise the use of the Operational Requirement checklist methodology.

When a client contracts an installer to design a CCTV system the installer will require certain information to enable them to create the specification for an effective system. It is unlikely that the client will have sufficient technological knowledge to specify which equipment is required.

The use of an Operational Requirement approach simplifies the process and reduces the opportunities for confusion, which may lead to a non-complaint installation.

The Operational Requirement should answer the following questions –

Who and/or where is to be observed?

- Patrons and staff.
- Locations within the premises (interior/exterior).

What activities are of concern?

- Incidence of disorder.
- Assaults.
- Theft of property.
- Damage to property.
- Dealing of drugs.
- Drug abuse.
- Suspicious actions.

Why are the activities being observed?

- To monitor behaviour.
- To recognise and identify offenders.
- To produce physical evidence of incidents, which may subsequently be used in Court?

Picture Quality

The quality of images recorded is of paramount importance. They should therefore -

- Clearly show actions of persons involved in an incident.
- Give evidence of identity of offenders.
- Show an overall view of the scene.

- Be time and date stamped.
- Image quality is measured against the CAST Faces Standard.

There are four image standards -

Category	Person Screen Height	Image Quality
Identify	100%	Sufficient picture quality and detail to identify an individual beyond reasonable doubt Must pass CAST 'Faces' test
Recognise	50%	Viewers can say with a high degree of certainty whether or not an individual shown is the same as someone they have seen before. Same recording quality setting as that used for Identify
Observe	25%	Some characteristic details of the individual, such as distinctive clothing can be seen. Must be able to distinguish between individuals
Detect	10%	Sufficient image size and quality to enable an observer to detect whether an individual is present

3. System Standard

The below specifications are a generic standard that must be met as a minimum. Every licensed premises will have different requirements for CCTV and prior to any Operational Requirement being made. Consultation will be carried out with Dyfed Powys Police Designing Out Crime Officer (DOCO).

4. Cameras

Not all licensed premises will require CCTV as a condition of their licence. The responsibility for licence conditions resides with each local authority.

The quantity and location of cameras will be site specific. They must meet the requirements identified within the Operational Requirement procedure in accordance with BS.EN.50132.7.

Colour cameras should be used wherever possible, however black and white is acceptable in certain circumstances.

The exterior of all entrance/exits will be covered by cameras to a radius of 4 metres of that door capable of providing recognition standard images at **50%** person screen height.

All public access doors must be fitted with colour cameras which enable clear, unobstructed images of all persons entering or exiting the premise. These cameras will be mounted internally.

These cameras must be capable of producing CAST identification standard images at **100%** person screen height (*Screen height is how much space vertically a 1.7m tall figure would occupy*).

All internal cameras and any additional external cameras, such as beer gardens, etc will be gauged from the operational requirement on a site specific basis and will be a minimum of observe standard **25%** person screen height.

All cameras will run at a minimum of 12 images per second (IPS)

CCTV cameras are susceptible to interference and vandalism. Cameras should be fitted with robust anti-tamper housing to prevent such actions.

All cameras must be able to fully function in low light and variable light conditions.

5. Monitors

A colour monitor must be provided with the system to view live or recorded images. The monitor must not be located where it cannot be viewed by unauthorised personnel.

Certain premises may be advised to install a “comfort” monitor in the vicinity of the external public access doorways(s). This monitor should display images produced by the camera covering the said doorway. It **must not** display images produced by any other camera located within the premises. Patrons entering the premise will be made aware of the fact that their images are being recorded by a CCTV system, enhancing the systems potential deterrent value.

6. Recording of Images

One of the main reasons for installing a CCTV system is to produce evidence, which may be used in Court in accordance with BS.8495. The images must therefore be recorded.

Images are to be recorded at a minimum of 4/D1.
Images must be recorded onto the hard-drive of a digital recorder.

All cameras must be able to fully function at a minimum sensitivity of 0.2 lux (colour).

Minimum resolution – 2 MP (700/800TVL) or analogue 720 x 576
Camera lens – varifocal auto iris

7. Digital Recording Systems

The system must have duplex multiplexing facility or greater, to allow for simultaneous image recording and playback. There must be no interruption in recording during the playback process.

The recorded images must be able to be transferred to media such as CD-R disc or DVDR or USB stick. CD-R must be “finalised” or “closed” in the CD-writer before the disc is removed, otherwise the image file may not be viewable.

All exported images shall be formatted to enable playback on standard Windows or Apple computers or supported with a media player on the external recording medium.

All systems shall include an audit trail facility.

The application software required to launch and view recorded images must be either included as part of a standard Microsoft operating system installation or be installed to the recorded media when the data is copied to that media.

The compression standard should be H.264 or MPEG4.
The high resolution images should not be heavily compressed therefore providing poor quality playback images.

At all times there must be a suitably trained person available to replay and export recordings onto the removable storage medium. There must be an adequate supply of CDR / DVDR present available on the premise.

8. Image Quality

The image quality setting of recorded images must be set to the operational requirement rather than to minimise the storage capacity. The system must be capable of producing images to the CAST standard.

The compression standard should be H.264 or MPEG4. The high resolution images should not be heavily compressed therefore providing poor quality playback images.

9. Image Retention

The system must be capable of recording and retaining **31** days of images before over-recording.

10. Time and Date Stamp

Digital recording equipment must record time and date information as part of the image file. The time/date must be accurate.

11. Security of Equipment

The monitor and recording equipment should be located in a secure room. Where this is not practicable, the recording equipment must be stored in a secure cabinet to prevent unauthorised access, tampering, or removal of images.

12. Signage

Each system installed must include appropriate signage.

The Data Protection Act 1998 requires that signage around the area where CCTV is being used be erected.

The signs should be placed in the proximity of the cameras so that anyone entering a camera zone will be aware that they are entering an observed area. Advice from the Data Protection Commissioner is that signs should be at least A5 size with wording to identify the person or organisation responsible for the scheme, the purpose of the scheme and who to contact regarding complaints about the scheme.

For example –



13. CCTV and the Data Protection Act 1998

All aspects of the CCTV system must comply with the Data Protection Act 1998 and registered with the Information Commissioners Office (ICO) at www.ico.gov.uk . The Office of the Data Protection Supervisor has produced guidance in relation to how the Act should be interpreted, including advice on the required signage. For further information please contact - www.dataprotection.gov.uk

14. Commissioning

The complete system must be fully tested, and commissioned in the presence of a representative of the client. The purpose of this test is to determine whether or not the cameras cover the required areas, and if they are capable of providing images to the required standards. An acceptable certificate will need to be signed to prove the installation meets the specification defined.

15. Training/Systems Management

As part of the commissioning procedure, the installer must train the client how to use and maintain the system.

The Client must appoint a trained Data controller who will be responsible for the general administration, operation, maintenance and supervision of the system.

All users must be fully trained in the operation of the system and be made aware of their general legal responsibilities.

An operations manual and code of practice must be provided to cover staff training, fault reporting, maintenance management and evidence handling procedures. The management section should identify the person responsible for the system and daily checking.

16. Service/Management Support

The system must be regularly serviced by qualified operatives to maintain the quality of images recorded; the system must be “fit for purpose”. This should be done at a minimum of 12 months and a record made of the inspection that is available to Police. A record will be kept of all faults, any fault will be “returned to service” within 7 days.

Each system installed will require a maintenance contract.

17. Legal Responsibilities

It is important that the Data Protection Act is complied with because failure to do so may result in action being taken under this Act. Failure to comply with Data Protection requirements will also affect the police’s ability to use the CCTV images to investigate a crime and may hamper the prosecution of offenders.

The system must be registered also with the Information Commissioner.

Details below:

www.dataprotection.gov.uk
data@dataprotection.gov.uk

Information Commissioner, Wycliffe House, Water Lane, Wilmslow,
Cheshire. SK95AF
Tel No 01625 545700 Fax 01625 524510

18. Camera Location Checklist

CCTV – Camera Locations

All licensed areas must be covered by CCTV.

The location of cameras is as important as ensuring that the CCTV System installed is of a high standard. Please see the checkpoint areas listed below for camera locations -

Entrances/exits and lobby areas	
Pavement area immediately outside entrances of premises	
Corridors to toilet facilities	
Designated Drug Search areas inside premises	
Vending Machines/Gaming Machines	
Gaming areas, ie pool tables	
Bar areas	
Corridor areas	
Internal public areas	
Car Parks	
Beer Gardens/Patio areas	
Security offices (safes)	
Storerooms	
Entrances to living quarters	
Delivery areas	

19. Installation Checklist

Company Details

	YES	NO	COMMENTS
Operational Requirement adhered to.			
CAST Faces test carried out and achieved on all public entrances/exits			
50%R achieved on external cameras			
100%R achieved on main public entrance/exits			
Internal and any additional external camera spec achieved as per O.R			
Frame rate achieved as per OR spec			
Retention time achieved, i.e 31 days			
Downloading method adhered to (CDR/DVDR)			
Training given / received			
Systems hard drive securely located			
Signage placed on premises in clear location			