

Loss prevention standards

Security

An Introduction to Closed Circuit Television (CCTV) Systems

An introduction to organisations on CCTV systems, which can act as a deterrent to criminal activity.



An introduction to Closed Circuit Television (CCTV) Systems



Introduction

As part of a consolidated approach to security, CCTV can support other forms of protection such as intruder alarm systems. It can be an effective and versatile tool to help combat criminal activity and anti-social behaviour, achieving this by a combination of:

- Deterrence
- Detection/response
- Provision of evidence

The first CCTV systems were relatively expensive to install and maintain and, as a result, they were restricted in use, such as in town centres, shopping malls and large industrial or military sites. However, technological developments and reducing costs, coupled with greater versatility and reliability have led to such systems now becoming commonly used in all types of premises.



What is a CCTV System?

In simple terms a CCTV system is an electronic system for the capture of images and their transmission to another location for viewing and/or recording.

The most basic CCTV system will consist of cameras and a television monitor(s), but now most will also include a recording device, typically a digital recorder, with these devices having largely replaced older, less flexible, video recorders.

Whilst a basic CCTV system may act as a general deterrent to crime, unless it is being observed continuously, it is only able to provide recorded evidence of events discovered or suspected after they have actually occurred. If a CCTV system is to play an effective role in security, it is usually necessary for the system to be activated by some form of alarm detector, which then initiates the live transmission of images to an occupied monitoring post, e.g. a security lodge/gatehouse or a Remote Video Response Centre (RVRC). Such monitoring allows security operatives to view events as they unfold and actively arrange an appropriate response.

Common Applications for CCTV Systems

CCTV systems can be used in many situations, but listed below are some security-related applications, most of which will be overt systems, although some may be covert (secret):

Access Control

- Checking identity of persons seeking entry
- Monitoring access to car parks or private roads

Monitoring Safety

- In public areas
- Of staff working in vulnerable occupations or locations
- Of customers

Controlling Theft, Arson and Vandalism

By monitoring:

- Cash handling positions
- Bank vaults or similar high-security areas
- Unoccupied areas such as warehouses, goods' loading bays and yards
- Activities of employees/the public
- Shoplifters
- Premises and yards outside normal business hours

CCTV systems also support any installed intruder alarm system activations, especially such as hold-up alarms. The combination of the alarm transmission plus the related visual evidence of the cause to another location is very strong in supporting analysis, action and defensibility.

Risk Assessment and Type of System Required

As with all capital expenditure in any area of loss prevention, a detailed joined-up security risk assessment highlighting the nature of the risks faced or potentially anticipated, should be completed and underpin any decision on the investment and system type.

Regardless of the outcome and the nature of the installation, in general, the effectiveness of any CCTV system will be more dependent on an appropriate system design, coverage, installation and competent operation or monitoring... rather than the just the cost, size or technical complexity of it.

Installation of a CCTV System

When installing a CCTV system, consider using a reputable and competent installer, who are accredited by an independent Certification Body. A good indicator of competence is to use a company with [National Security Inspectorate \(NSI\)](#) or [Security Systems and Alarms Inspection Board \(SSAIB\)](#) approval. These companies are fully audited against British/European Standards for:

- System design
- Installation
- Maintenance
- Monitoring
- Staff security vetting, training and record keeping

Note: Clear, readable signage should be displayed on the premises warning individuals that CCTV surveillance is operational.

Police and CCTV

The police are generally supportive of CCTV as a means of combating crime. However, if they are to act directly on live or captured images, they have to be able to satisfy themselves that they come from systems that meet high standards of operation, image quality and evidential procedures. In this regard, useful documents for CCTV owners/purchasers to review are:

- [UK Police Requirements for Digital CCTV Systems](#)
- [Code of Practice from the Surveillance Camera Commissioner](#)

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Responding to a CCTV System

Wherever a CCTV system is monitored, it is important that clear requirements and procedures are put in place for those expected to respond, for example:

Locally Monitored Systems

Individuals and employees will need specific training in the correct use of the system. They will also require safety and legal training if there is potential to handle any observed criminal acts.

Remotely Monitored Systems

A remotely monitored system will normally be via a dedicated, trained and reliable provision. Clear instructions should be detailed in a formal 'Response/Escalation Plan' or 'Service Agreement' outlining the actions that are required after any activation or signal fault.

These actions could cover notifying the police, security personnel, keyholders, building maintenance engineers, the site emergency response team or any combination of these. Those who attend site should:

- Know how to operate all the site security systems
- Have the authority to expedite essential repairs
- Be prepared to remain at the premises until adequate security has been restored. This latter point should be detailed formally in any site Emergency Response Plan

Police

RVRCs dealing with remotely monitored CCTV systems can quickly and reliably request police attendance. However, this is only if the:

- a) System has been issued with a Unique Reference Number (URN) by the local police force
- b) CCTV system meets [BS 8418: Installation and remote monitoring of detector-activated CCTV systems code of practice](#) and the installer and RVRC hold National Security Inspectorate (NSI) or Security Systems and Alarms Inspection Board (SSAIB) approval

Security Industry Authority (SIA)

The [Private Security Industry Act 2001](#) requires contracted security guards, CCTV response personnel and those who monitor CCTV systems covering public spaces, to hold an SIA licence.

Data Protection – General Data Protection Regulation (GDPR)

The [GDPR](#) requires most CCTV systems to be registered with the [Information Commissioner's Office \(ICO\)](#). This requirement arises because nearly all CCTV systems include a method of recording and storing images from the cameras. This regulation also gives members of the public a right to ask for copies of any data about them held on such systems.

Additional legislation which applies to CCTV systems include the [Protection of Freedoms Act 2012](#) and the [Surveillance Camera Code of Practice 2013](#).

Checklist

A generic CCTV Systems Checklist is presented in Appendix 1 which can be tailored to your own organisation.

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[Aviva Risk Management Solutions – Specialist Partners](#)

Sources and Useful Links

- [British Security Industry Association \(BSIA\)](#)
- [UK.GOV – Local Councils: Crime Prevention and Community Safety](#)
- [RISCAuthority – S20: Essential Principles for the Security of Property](#)
- [RISCAuthority – S23: Guidance for Specifiers of CCTV in Security Applications](#)
- [BS EN 62676 – Video Surveillance Systems for use in Security Applications](#)

Additional Information

Relevant Loss Prevention Standards include:

- Security – Intruder Alarms: Guidance for Customers
- Security – Intruder Alarms: European Standard

To find out more, please visit [Aviva Risk Management Solutions](#) or speak to one of our advisors.

Email us at riskadvice@aviva.com or call 0345 366 6666.*

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Appendix 1 – CCTV Systems Checklist



Location	
Date	
Completed by (name and signature)	

	CCTV Systems: General Guidance	Y/N	Comments
1.	<p>Has a security risk assessment been undertaken of the current security systems and measures in place at your premises? Does this include the following:</p> <ul style="list-style-type: none"> • Local history of security related events? • Nature of building contents/occupancy, especially close to each window/door and its attractiveness to theft? • Accessibility of the area for criminals? • Provision of anything that could improve access to upper levels/roof of the building? • Strength and nature of the building construction in comparison to any doors/windows and securing mechanisms? • Nature of any physical barriers, such as fences? • The nature of any other electronic security measures or human presence on site? • Management systems and escalation plans? 		
2.	<p>Has independent crime prevention advice been sort from:</p> <ul style="list-style-type: none"> • The Police? • Security consultant? • Your insurer(s)? 		
3.	<p>As part of your security assessment, have you considered to what extent CCTV will address any risks or exposures?</p> <p>Have you considered how other security measures will complement CCTV and vice versa, e.g. improved physical security or an intruder alarm system?</p>		

	CCTV Systems: General Guidance Contd.	Y/N	Comments
4.	<p>Have you used a reputable and competent CCTV supplier?</p> <p>Is this company listed by the National Security Inspectorate (NSI) or Security Systems and Alarms Inspection Board (SSAIB)?</p>		
5.	<p>Have any potential interested parties, e.g. employees, tenants, local residents, etc., been informed of your CCTV system use or your intention to use a CCTV system?</p> <p>Are clearly readable signs displayed to advise individuals that CCTV systems are operational and recording is taking place?</p>		
6.	<p>Have you considered what employee training is or will be needed?</p> <p>Does this include refresher training?</p>		
7.	<p>Are there clear procedures in place for those viewing or having access to the images created by the CCTV system?</p>		
8.	<p>Are the images from the CCTV system recorded locally?</p> <p>If so, are there clear procedures in place for those having access to these recordings?</p>		
9.	<p>Does the CCTV provision have any associated monitoring?</p> <p>Is this:</p> <ul style="list-style-type: none"> • Local? • Remote? • Contracted-out/Service Provider? <p>Are there any associated alarms with this arrangement that indicate any issues with the transmission of these images?</p> <p>Is there a Service Level Agreement and formal escalation plan?</p>		

	CCTV Systems: General Guidance Contd.	Y/N	Comments
10.	<p>Has the Emergency Response Plan been provided/revised to consider an event unfolding and captured on the CCTV system?</p> <ul style="list-style-type: none"> • Is the level of response appropriate and commensurate with the risk? • Are notification and escalation plans in place with appropriate officials and personnel identified to respond to an incident? • Are the local police included in this escalation plan? • Has this plan been tested? • Is this plan reviewed periodically and revised accordingly? 		
11.	<p>Have you checked whether or not you need to register your CCTV system with the Information Commissioner's Office (ICO)?</p>		
12.	<p>Do you have procedures in place to cover the vulnerability of the site if there is any impairment or compromise to the CCTV system or, if provided, its remote transmission?</p>		
13.	<p>Are security arrangements and the basis for the security risk assessment regularly reviewed, including following any security issues, local incidents, intrusions or losses?</p> <p>Note: If not, you are likely to be at more risk of a repeat incident.</p>		
14.	<p>Additional comments:</p>		

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