



Cambridge City Council's

Guide for

Commercial User of CCTV in Small

Businesses

March 2011

CONTENTS

Section	Description	Page number
1	Introduction	2
2	Do you Need CCTV?	2
3	Other Considerations	3
4	What do you want your CCTV to do?	3
5	Quality of Images	4
6	Size of Images	6
7	Recording Equipment	7
8	Control of your Images	8
9	Legislation	8
10	Signage	9
11	'Dummy' CCTV Cameras	10
12	More Advice – Useful Contacts	10
Appendix A	Recording Media Movement Record	12

1. Introduction.

This guide is intended for those who run a small business and want to use a small non-manned CCTV system as an aid to security.

It has been written to give you guidance on best practice for the use of the system and to avoid operating a system, which is unable to deliver useable evidence if an incident, should occur on or to your property.

The guide is designed to be straightforward and aims to avoid too many technical terms or jargon.

Please read this guide and make sure that your system is operating to its best performance and that the pictures obtained are clear and suitable for the purpose.

2. Do you Need CCTV?

The first question to ask yourself is whether or not you need to install CCTV camera(s). Is there a better or cheaper way to enhance the security of you business? Before you go ahead and purchase a CCTV system get some advice. If you have concerns about crime or anti-social behaviour talk to the local police Crime Reduction Officers or the police Architect Liaison Officer (their contact details are at the end of this guide). They may be able to offer you a number of other solutions to your problems.

3. Other Considerations

If you install CCTV cameras, where are you going to put them? If you own the property you do not need permission but if you are renting the property you will need written permission from your Landlord. You cannot put cameras up on other people's property without their consent. So again you need written permission. This includes public area trees, lampposts and other street furnishings. The use of any of these objects as a mounting point for cameras must be authorised by the responsible authority (see contacts below).

Check to see if you need to include the cameras in your insurance? If a camera falls off its mounting and hits someone visiting your property do you have liability insurance?

You should site the cameras so that they only observe your property. The cameras should not look out onto public space i.e. the road or into people's houses. You must respect other people's rights to privacy. It would probably be a good idea to discuss your plans to install CCTV with your neighbours so that they are aware of what you are doing and you can then discuss any concerns they may have before you put the cameras are installed. Once the cameras have been installed if neighbours raise concerns about what you are watching, it is a good idea to invite them in to see the images to help ease their concerns.

4. What do you want your CCTV system to do?

If however you decide that you do need CCTV cameras you should consider what it is you want your system to do. Then make sure that what you install will meet that purpose. It is wise to approach a couple (minimum of three) reputable supplier/installers. Talk to them about what you want to do. A reputable company will be happy to visit you, advice you on suitable equipment and arrange a demonstration. Do not forget to discuss ongoing maintenance of the equipment with them. You also need to think about the following points before you purchase and install your system.

Do you want to monitor an area?

Do you want to detect movement?

Do you want cameras to operate 24 hours a day (if so you need to think about lighting)?

Do you want to be able to recognise known people?

Do you want to be able to identify unknown persons i.e. criminals?

If you are not sure please look at the photographs in the next section and decide what sort of picture you are looking for. A normal small business fixed focus camera will give you a choice of image size dependent on the lens fitted and can be installed to give any one of the sizes of image shown.

If you wish to use your system to monitor an area but also have the capability to be able to use the system to identify any person detected then a fully operational pan, tilt and zoom camera will be needed but will be more expensive than a fixed focus camera. To be used effectively a pan, tilt and zoom camera will need to be watched at all times so that once movement is detected the object moving can be followed and the camera zoom in on it to enlarge the image to offer an identification sized image.

5. Quality of Images.

Photographs 1 to 4 show examples of poor quality pictures that are not usable in evidence. These are illustrative only.

Photograph 1 shows the outside of a licensed premises from a camera situated above and to the left of the main entry door. The problem with it is that the lens has not been cleaned since the camera was installed (some 4 years).

Camera lenses should be cleaned on a regular basis – at least every two months.



Photograph 1

Photograph 2 shows the inside of licensed premises showing a view across the room with the bar to the left and windows in front of the camera. The licensee had installed the camera to identify those persons causing problems within the area of the bar and abusing his bar staff.

If you want to identify problem customers abusing staff, put the camera behind the staff facing the customer so that a face can be seen rather than in this example the back or side of the head. Try not to point the camera from a predominantly dark area into a bright window as the camera's iris will close down to accept the brightest area and make the rest of the viewing area very dark.



Photograph 2

If photograph 3 is studied, the area across the screen marked by the line of crosses is distorted and would not give a usable image and again the picture is extremely dark which would make identification almost impossible.

It is necessary to keep the cameras maintained and adjusted correctly to give the brightest and clearest picture of your intended subject area. If you add a location for the camera to the information displayed on screen make sure it is accurate; this is a funny place to park a car!



Photograph 3

Photograph 4 shows a view of the inside of a premises capturing all persons entering the building. The camera is well sited to do this but the image is not usable as the camera is out of focus.

The quality of images needs checking on a regular basis and ensure that the pictures are in focus and clear. Ensure you have adequate well-sited lighting or use cameras with a low level light capability. Make sure also that the time and date is clearly displayed on the images and that it is accurate.



Photograph 4

Photographs 5 and 6 show examples of good quality evidential images, which would be usable in a police investigation or prosecution.

Photograph 5 shows the main entrance to a bank giving a clear view of all persons entering the counter area or using the automatic telling machine but positioned to maintain the privacy of the transactions on the ATM i.e. the actual use of the keyboard is hidden from the view of the camera.



Photograph 5

Photograph 6 shows the main transaction area of a bank giving a clear view of all customers standing at the counter, sitting in the waiting area or entering the room.



Photograph 6

6. Sizes of Images

Images captured on CCTV are used for four purposes. These are **Monitoring**, **Detection**, **Recognition** and **Identification**. The following four photographs give an example of the size of a person's image on a viewing monitor to achieve these purposes.

Photograph 7 shows a **Monitoring** size image. This type of picture is generally used to indicate that there is movement in a large area such as a car park. All it enables you to do is see that there is a person or vehicle moving within the area.



Photograph 7

Photograph 8 shows a **Detection** size image. An image of this size will enable you to see that a person is walking around within the area being viewed and will show some actions such as a fight or a brick being thrown. You will not see smaller details such as a car thief with a screwdriver being used as a door key for example. You will not be able to tell with certainty even the sex of any subject.



Photograph 8

Photograph 9 shows an image used for **Recognition**. This size of image will give an idea of the sex of most Subjects. It will also give a little more detail of their actions to the extent that you can see the screwdriver used in attacks on car doors along with the obvious items such as throwing bricks.

Family members and friends of the subject may be able to recognise them. Police Officers may be able to recognise a very well known criminal. It is doubtful that these images would be acceptable in a Court as proving a defendant's identity.



Photograph 9

Photograph 10 shows an image that could be used for **Identification** purposes. This is the size of image that gives good detail of actions by the person being viewed and gives a minimum size of image that will be acceptable by a Court as evidence of a person's identity.

If you are able to get in even closer to photograph a persons face even better but this will normally only be possible using a manned fully operational camera. If you are using fixed cameras then any camera sited to look at a door or a customer standing at a till should have an image of this size and quality.



Photograph 10

7. Recording Equipment

There are several recording systems on the market at the moment but the two main types are analogue recording and digital recording.

Analogue systems record images from your camera(s) onto a video recorder. These video recorders can record in 3hour, 12 hour, 24 hour or longer modes. Obviously the shorter the recording period, the more often you will have to change the videotapes but the quality of picture is better. Longer recordings use less tapes but record in lapse time, which means that some frames from the image, may be lost. The normal recording programme is 24-hour mode.

If you use an analogue system go for a VHS system. This makes it easier for the police to collect the evidence and use it in court. Other types of analogue recording systems such as SVHS require extra work to convert the imagers back to VHS format for use by the police.

If you wish to record more than one camera i.e. up to 16, a matrix can be added which will enable you to record the extra cameras onto one videotape.

Digital recording can work in the same way as analogue except that the images are recorded onto a computer hard disc.

If an incident occurs you may need to provide the police with the evidence. There are two main methods of doing this, the first is to have a system, which will copy the image onto VHS videotape, and the other is to have a system that will copy the image on to either a Disc (DVD or CD), a portable hard drive or a memory stick. With the second option, make sure there is an open protocol on the computer to enable the Disc or memory stick containing the evidence to be played on any police or court computer. If you do not have the ability to transfer the images onto a removable form of media, the police could seize your computer hard drive, which would stop your ability to record images until you installed a new one.

The last thing to bear in mind is that the recording equipment should be placed in a secure area with restricted access. The reason for this is two fold. First it minimises unauthorised staff from tampering with the equipment and images and secondly if you suffer a break in, one of the first

things that is likely to be stolen is the computer or video recorder. This would mean you would lose any evidence.

8. Control of your Images

The following recommendations are made so that your recordings comply with the Data Protection Act and the advice of the Crown Prosecution Service on the use of tape recordings in evidence.

You should have sufficient tapes or digital storage to record all incidents up to 31-days.

All recordings should have the accurate time, and location of the camera recorded on the images.

Each tape/disc/memory stick should be indelibly marked with a unique identification number. The person producing the copy could mark the media with their initials, the media number and the date of production. So if David Robert Jones produced two copies of the media for the police on 22nd June 2011, they could mark the two pieces of media as follows: DRJ/01/220611 and DRJ/02/220611.

All recordings should be kept for no more than 31 days in a secure store.

Digital recordings will need to be downloaded onto VHS tapes/ Disc or memory stick if it is required to use them as evidence at Court. That media will then become the master copy any further copies should only be made by the investigation by enforcement agencies.

At the end of the 31 days tapes can be reused unless they are required as evidence in Court.

Restrict the number of people allowed to view any images you record. The more people you show the images to the more you devalue the integrity of the evidence. So, if an incident occurs and you have recorded it, stop the tape (no need to do this with digital recording), remove the videotape or copy the images onto a CD from your computer and place them in a secure area. Contact the enforcement agencies and when they arrive show them the images but do not show them to anyone else. Then let the enforcement agencies decide what they are going to do with the images.

All media required, as evidence should be sealed by the police or enforcement agency to secure them and only used again on the instructions of a Court.

A record should be kept of each media in use showing the number of the item, time's, dates etc that it has been used and the names of the operators using the tape. (see appendix A). These records may be used in court as evidence.

Tapes should only be used a maximum of 12 times and then they should be replaced. This is because of the strain tapes are under when recording in 12 or 24-hour mode. After 12 uses the tape is likely to break.

The images recorded should be maintained in a clean, usable condition, and as best quality as possible. A simple way to do this is to make a reference recording when the system is first installed and keep this as a permanent comparison tape that can be referred to at any time. Use this to compare the quality of the recordings at least once per month. If there is deterioration in the quality of the image arrange for the equipment to be serviced.

Have a regular maintenance scheme that includes the cleaning of the tape heads and camera lenses and regular servicing of all the CCTV equipment.

9. Legislation

The main piece of legislation likely to affect small commercial users of CCTV is the **Data Protection Act 1998**. This Act provides rules about what you can and cannot do with CCTV images obtained from your camera or camera system.

The Information Commissioner is responsible for overseeing compliance with the Data Protection Act and no matter how large or small your business is you will have to register with the Information Commissioner if you are using a CCTV camera or system that is monitored. In simple terms if you can answer **No** to questions a, b and c below your system does not have to be registered with the Information Commissioner.

- a. Do you ever operate the cameras remotely to zoom in/out or point the cameras in one direction to pick up what particular people are doing?
- b. Do you ever use images to try and observe someone's behaviour for your own business purposes, such as monitoring staff members?
- c. Do you ever give the recorded images to anyone other than the Police?

So if you only have a basic system which:

- Only has a small number of cameras
- The cameras can't be moved remotely
- Only record on tape or disc whatever the cameras pick up
- You only give recorded images to the Police for investigation purposes
- Do not use the images for your own purposes i.e. watching staff (which incidentally you should not do)

then you do not need to register. If however you have said yes to any of these questions then you do need to register. If you are not sure, contact the Office of the Information Commissioner and they will advise you. There are a number of companies who claim to be representatives of the Office of the Information Commissioner and inform you that for a small fee they will register you. These companies have no connection with the Information Commissioner. If you have questions or you need to register your system, contact the Office of the Information Commissioner, the address is shown below under useful contacts.

One other area of legislation to be aware of concerns staff monitoring and operating cameras, which look into public space such as a street. If you have any staff whose main role is to monitor or control CCTV cameras or process images of people in a public space, they and you may need to be licensed under the Private Security Industry Act. If however the cameras are being used just to protect your business and property and do not overlook public areas, you do not need to obtain licensing. If you are unsure check with the Security Industry Authority. Their contact details are shown below.

10. Signage

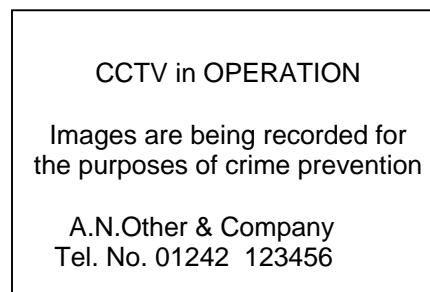
You need to display signs at the entrances to your property and in the vicinity of the camera positions to inform the public and staff that you are operating a CCTV system. As well as warning people that CCTV is in use on your premises, the signs can also act as a deterrent (however, do not put the signs up if you do not have CCTV cameras).

The signs need to be large enough to be easily seen i.e. A4 size for pedestrian entrances and A3 size for vehicle entrances. The signs need to include the following information:

- I. That CCTV is in use on these premises
- II. Who owns the system i.e. Company name and a contact telephone number of the person responsible for the system
- III. And a statement explaining why you are using CCTV. For example:

'Images are being recorded for the purposes of crime prevention'

Shown below are examples of two types of sign. One showing the information required in word form and the other gives the information in picture form.



11. 'Dummy' CCTV Camera

'Dummy' camera is a term used to describe CCTV cameras, which are erected to act as a deterrent only. They do not observe or record any images. Although these cameras are inexpensive to purchase, they are of little value in deterring or detecting crime. Criminals will quickly realise that they are dummy cameras and so their deterrent effect will be lost. It is recommended that if you are going to install a CCTV system that you spend an extra bit of money and get a fully functional system, which will meet the advice set out in this document.

12. More Advice – Useful Contacts

Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Notification help line 01625 545740
Notification Fax 01625 545748
E-mail. data@notification.demon.co.uk
Internet www.dataprotection.gov.uk

The Security Industry Authority
PO Box 9
Newcastle-Upon-Tyne
NE82 6YX

Telephone: 08702-430-100

E-mail: info@the-sia.org.uk

Crime Reduction Officer or Divisional Architecture Liaison Officer
Southern Division
Cambridgeshire Constabulary
Parkside Police Station
Parkside
Cambridge
CB1 1JG

Telephone: 0845-456-4564 and ask to be put through to one of the above at Parkside Police Station.

The CCTV Manager
Cambridge City Council
The Guildhall
Cambridge
CB2 3QJ

Telephone: 01223-457390

E-mail: martin.beaumont@cambridge.gov.uk

