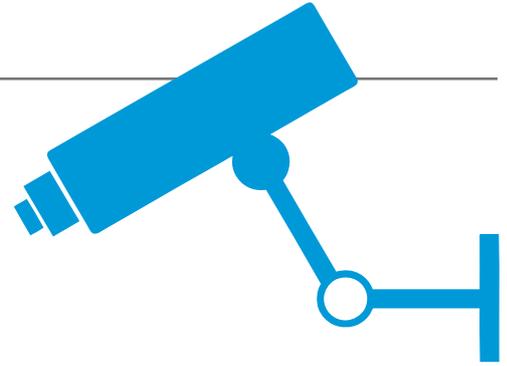




**POLICE  
SCOTLAND**  
Keeping people safe

**CCTV ADVICE**

Business Premises



The Police Service of Scotland is committed to the prevention and detection of crime and considers all measures that have the potential to assist in this commitment.

The provision and use of Closed Circuit Television (CCTV) systems within business premises can be one possible solution to crime reduction although it should be considered as the last line of defence. Issues such as building design, internal layouts, lighting and security practices and procedures are equally important and are likely to be less costly considerations.

The provision and use of CCTV fits well within the overall framework of crime management and can meet public expectations of safety and security. Consequently, Police Scotland welcomes the introduction and use of **correctly specified and installed** CCTV systems in appropriate circumstances.

### Determining the need for CCTV

It is essential that a detailed survey of the business premises is undertaken to identify the key factors affecting the opportunity for crime or anti-social activity. At this stage it is important to consider all available measures that could have a positive effect on the level of crime and anti social activity and in doing so increase the feel-safe factor for the customers and staff in the premises. It may be that other less expensive crime prevention measures could be just as effective, depending on the circumstances.

It is also true to say that CCTV can only be effective if it is used in conjunction with other crime prevention measures. CCTV systems are only as good as the **reaction or response** to what is seen on the screen at the time or in post incident reviewing.

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### Establishing A System

The development of an **Operational Requirement Statement** is essential; this document is unique to each system and will be used by the contractor for the design, performance specification and functionality of the system.

The **Operational Requirement** is a statement of problems, not solutions, and highlights the areas to be covered by the system and the times and description of the activities giving cause for concern. The contractor will then be required to design and install a system that addresses the problems as best as possible.

At this stage it is also very important to decide what standard of image is required. This is very much dictated by the use the system will be put to, whether it is intended to monitor, detect, recognise or identify persons. Identification for court purposes will be a head and shoulders image of a person on screen.

### Legal Issues

Under Data Protection legislation (Data Protection Act 1998) CCTV installations may require to be registered with the Information Commissioner, formerly the Data Protection Registrar.

The Information Commissioner has provided guidelines as a Code of Practice that are available on the Commissioners Website at [www.ico.gov.uk](http://www.ico.gov.uk).

### Code of Practice

A Code of Practice should be developed for use within the premises with CCTV, stating clearly the purpose of the system, taking full account of an individual's right to privacy. Important issues such as the intended use of the CCTV System, the type, size and location of signage, the designated person who controls the Data gathered by the system, who has access to monitoring equipment and the recorded images, storage of video recordings, data management, who can or is required to create copy data for Police, what is the retention period, destruction of stored data and release of information must be included in this document.

Where a digital system is installed, ideally provision should be made to allow downloading of images to CD or DVD that can be used for evidential purposes at Court. The disc must contain the relevant video data and a proprietary viewer attachment in order for the data to be viewed.

For further information contact the National Architectural Liaison Officer on 101 or by e-mail [architectural.liaison@scotland.pnn.police.uk](mailto:architectural.liaison@scotland.pnn.police.uk)

1. Are each of the entry / exit points to the premises and external areas covered by appropriate (fixed or PTZ) CCTV cameras.
2. Cameras must be installed out of reach to prevent unauthorised tampering.
3. There should be appropriate lighting at each camera location to ensure that useful, useable images are obtained. Ideally uniformly distributed white light sources are best.
4. All installed cameras should be recorded. If digital video recording (DVR) is used - a minimum 6 images per second setting. The recording device should also be set for the resolution rate at a minimum **2 CIF** and compression to 'low'.
5. The system must be audited and checked regularly to ensure consistent quality recording and that the time / date stamp is on and correct.
6. Images should be retained for not less than 7 days in order to ensure that effective downloads / copies can be made.
7. The download should be made to one or more of:- Data DVD, Data CD, USB2 compatible pen or drive, or PAL compatible DVD.
8. If the download is to a CD / DVD or pen drive, a Windows (XP, Vista, 7, 8 etc.) compatible playback software file (licence free) in the original recording format, must accompany the data.
9. A reviewing point must be available within the premises to enable visual playback from any of the cameras. This must be in a secure area away from public access.
10. Appropriate staff training must be carried out to ensure that at least one member of staff capable of operating and downloading from the system is available during business hours.
11. All staff **must** be made aware of the requirements of Data Protection and Human Rights in relation to CCTV installed on the premises.
12. The system must comply with all aspects of the Data Protection Act, details can be found on the Information Commissioners website at [www.ico.gov.uk](http://www.ico.gov.uk) or by contacting the Police CCTV Liaison Officer.
13. A suitable and appropriate maintenance contract/programme should be in place for the system which should include annual maintenance visits and a fault rectification timetable.
14. A system manual and code of practice must be held on the premises for staff reference.
15. An incident log of all recorded incidents and actions should be kept on the premises. This should also contain details of recordings created, the incident and details of the Police Officer the recordings were issued to.

### Frequently Asked Questions

**Q I wish to install a CCTV system in my premises. How do I go about it?**

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**A** The primary question you should ask yourself is 'Do I really need CCTV?' then 'How will CCTV assist me or the Police in managing crime or anti-social behaviour at the premises?' If CCTV is definitely your preference, formulate an 'Operational Requirement' (O.R.) which outlines exactly what the cameras are required to see, how it will be recorded and how the data will be stored and ultimately copied to data disc etc. for evidential purposes. This O.R. should be provided to 3 or more CCTV Contractors who will specify and quote for a system. It will be your decision who best meets the requirements, and it will be advantageous to have a contractor 'prove' the system prior to awarding a contract. It is important to ensure that a maintenance contract for any system is included to ensure it is operational when it is needed.

**Q I have a CCTV system in my premises. Do I need to register with the Police or Information Commissioner?**

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**A** The Information Commissioner has indicated that CCTV systems installed for security purposes in a public place are required to be registered. It costs £35 and can be completed online at [www.ico.gov.uk](http://www.ico.gov.uk). You do not need to register your system with the police, but we will note you have one if you wish.

**Q Do I need to display warning signs if I have a security CCTV system?**

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**A** Yes. Signs are required for public spaces security CCTV systems; they should contain information about the purpose of the system, the Data owner and their contact details.

**Q What am I allowed to point the cameras at?**

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**A** Anything within or around your own premises, with the exception of sensitive areas, such as toilets or changing room facilities. You should not be viewing into adjoining property, where possible and practical.

**Q How long should I keep recordings?**

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**A** The Information Commissioner states that 28 days retention of data is required or for 'no longer than is necessary'. If you can respond to incidents and copy / download the data within 7 - 14 days this could be considered not longer than is necessary.

**Q Can I post footage from my CCTV system to YouTube or Facebook etc. on the internet to help catch criminals?**

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**A** No. Any identifiable images of perpetrators must be passed to the Police for identification and detection purposes. As an individual or a business, if you post identifiable CCTV images (even for the right reason) into the Public domain you may be liable for a breach of anonymity and a civil action may be commenced against you. The Police can use the Public Domain to obtain the identity of persons if required.