SURVEILLANCE CAMERA COMMISSIONER

NASCAM
The National Association of
Surveillance Camera Managers

Guidance
for in-house monitoring centres who monitor their own surveillance camera systems only, and do not have contracts to monitor third party surveillance camera systems
September 2018

This guidance sets out the minimum requirements for in-house monitoring centres should consider to secure, manage and operate a public space CCTV scheme. It will also aid in-house monitoring centres meet the Surveillance Camera Code of Practice.

The guidance gives higher requirements for in-house monitoring centres that wish to meet standards that are applicable to third party monitoring centres.

Control	Element	Mandatory	Desirable

Physical

Control	Element	Mandatory	Desirable
	Location of monitoring centre	A full risk assessment should be carried out to ensure the monitoring centre is located, where risks are minimised, either in part of a building or in it own building	Consideration should be given to: • Blast and ballistic resistant building fabric • Hostile vehicle mitigation • Restricted assess measures • Perimeter protection measures
	Security of Monitoring Centre	The monitoring centre should be secure and risks adequately mitigated	Designed to BS 8591 (BS5979 for centres already built) or BS EN 50518 All ground floor glazing should be protected from physical breach and window film fitted to prevent over-looking
		Internal and external access door monitoring using CCTV	CCTV installed throughout for health and safety of staff and visitors If installed, an appropriate policy for review of video footage is essential
		Intruder alarm and panic alarm	Alarm system including panic alarm in accordance with PD 6662
		Fire control and evacuation strategy	Fire warden trained staff Fire control in accordance with BS 5839
		Fire extinguishers and maintenance schedule	

Control	Element	Mandatory	Desirable
		Airlock (interlocking double door entry system) Access control and auditing	Access control system with audit trail Key issuing logging book Police visitor logging book (with area to record Unique reference number (URN)/ Computer aided dispatch (CAD) number) Normal visitor logging book Display of confidentiality statement Search policy
		Rest area for staff breaks – toilets, microwave etc	Rest area within secure location
		Emergency exit(s)	
	Control Room Layout	The monitoring centre must be Equality Act 2010 compliant	
		Health and Safety at work Compliant	
		Ergonomically compliant • Furniture and chairs • Lighting (natural and electric) • Emergency lighting • Ventilation – Heating and cooling (fresh air supply) • Fresh water supply • Rest area • Window outside reflective films and black out blinds	See BS EN ISO 11064-3:2000

Control	Element	Mandatory	Desirable
		First aid kit	First aid trained staff
		Cleaning and facilities support	Cleaners are vetted (good practice is to use BS 7858 for security vetting)

Personnel

Control	Element	Mandatory	Desirable
	Vetting	BS7858 (minimum)	
		DBS (enhanced) if also working with careline/adult social care clients Operators	Police vetting
			Security Industry Authority vetting
	Shifts	Shift patterns De-brief procedures/welfare	Staff counselling option
	Insurance	Employees liability insurance Public liability insurance	
	Training	RIPA, Human Rights, CPIA, PACE, Sex Offences (Voyeurism), FOI, Protection of Freedoms Act	
		Data Protection Act and Regulations – focus on confidentiality of information + DPA etc	

Control	Element	Mandatory	Desirable
		Health and safety Workplace inspections Risk assessments	
		Safeguarding (vulnerable adults and children) Workshop to Raise Awareness of Prevent – Training (WRAP)	Network management
		CCTV system operation and evidence distribution If applicable – Body worn video operation and evidence distribution	Consideration given to the guidance in BS 7958, BS 62676 for CCTV systems and BS 8593 for body worn system
			Terrorism awareness
		Standard Operating Procedures (SOP's)	Privacy issue awareness
		Radio procedures and operation - Descriptions and IC Codes Fire extinguisher use Fire evacuation procedures	Super recogniser First aid Attending court
	Camera Operation	Regular self-assessment reviewing camera selection, control, framing and what data was actually captured	

Control	Element	Mandatory	Desirable

Monitoring Systems

Control	Element	Mandatory	Desirable
	Network design and remote access	Cyber secure to Cyber Essentials	Cyber Essentials Plus, ISO 27001
		IT policy and IT governance policy See ICO guidance on IT security https://ico.org.uk/for-organisations/guide-to-data-protection/it-security-top-tips/	Network management software with audit trail Consider cyber penetration testing of physical security
			Remote access for evidence distribution
			Redundant network recording (RAID)
	Effectiveness Monitoring	System activity recording for audit purposes	
		Performance indicators	
	Maximising Operation	Establish and maintain effective links with local police	
		Formal procedures for reviewing video and evidential download/distribution	Private police viewing location (room) with controlled facility to export evidential footage

Control	Element	Mandatory	Desirable
Resilience & Redundancy			
	Power	Back-up mains power supplies and mains conditioning (UPS) Generator refuelling plan and monthly test plan Maintenance and servicing contract for generator/UPS Fuel spill kit	
			Extended run time capability
	Equipment	Emergency instructions folder Spare mobile phone (for evacuations and a grab bag containing emergency instructions for staff)	Critical spares on-site stock holding
		Agreed standard specification	
			Backup of all electronic logs
	Radio	Airwave	
			Shop watch/pub watch radio
			Managed access to social network feeds

Control	Element	Mandatory	Desirable
	Independent secondary communications path	Telephone line or personal mobile radio (PMR) (if using voice over internet protocol (VOIP) telephony)	Recording of telephone lines and radio traffic Supervisory monitoring of telephone standards
		Provision of an emergency means of communication, such as a telephone	
	Communications network		Remote network access for engineering purpose
			Consider wireless mesh networks
			Permit to work – authorisation system for remote access for software updates
			Redundant network design (ring or hot-standby topology)
	Evacuation planning	Staff emergency contact lists	
		Staff next of kin contact list	
		Fire evacuation drills	
		Disaster evacuation drills	
		Recall to duty procedures/policy	
			Disaster recovery site

Control	Element	Mandatory	Desirable

Management

	Policies, procedures and transparency	Compliance with Surveillance Camera Code of Practice	
			Self assessment tool https://www.gov.uk/ government/publications/ surveillance-camera-code-of-practice-self-assessment-tool
			Third party certification mark https://www.gov.uk/ government/publications/ surveillance-camera-code-of-practice-third-party-certification-scheme
			Data protection impact assessment template https://www.gov.uk/ government/publications/ privacy-impact-assessments-for-surveillance-cameras
		Quality assurance procedure	BS EN ISO 9001:2015
			Telecare Services Association (TSA)A accreditation for careline/lifelink
			BS 7958 (Management and Operation of CCTV)

Control	Element	Mandatory	Desirable
		Published CoP policy	
		Published Data Protection Impact Assessment with guidance notes	
		Operational instructions	
		SoP's	
			Establish a single point of contact (SPOC) for CCTV within the organisation
			Lay visitors to control room
		Asset register	Online mapping of assets
	Public relations strategy	Internal information requirements	Recording outcomes, celebrating success
	Ancillary services		Alarm monitoring services
			Key issuing and handling
			Lone worker monitoring
			Anti-social behaviour (ASB) hotline & reporting
		Confidential waste handling procedures	

Control	Element	Mandatory	Desirable

Intelligence

Control	Element	Mandatory	Desirable
	Informing	Display of current threat level	
			Access to daily police briefing
			Access to ASB (and similar) databases
		External TV news source - FreeSAT or Freeview news channel	

Guidance

Control	Element	Mandatory	Desirable
	Control room		CPNI Control Room Guidance https://www.cpni.gov.uk/ control-rooms Cloud Computing https://ico.org.uk/ for-the-public/online/ cloud-computing/