CCTV Control Room Compliance

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CCTV Control Room Compliance

• Updates and Revisions to BS7958

• Importance of Increasing Police and Public Confidence in the Operation and Management of CCTV

• Recommendations on Best Practice
Updates and Revisions to BS7958
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Development timeline

• Draft issued in Nov 2014
• Comments March 2015
• Issue – TBC August 2015
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• Additions

  – Public Arena coverage

  – Annex C – 12 Guiding principles surveillance code of practice
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• Changes in definitions
  – E.g. Impact Assessment

• Section 4
  – Increase in detail
  – Additional depth
    • Further work and concentration from the SCC
    • Reference standards
    • Transparency
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Where a surveillance camera system is used for more than one purpose

(for example, crime prevention and detection and also for traffic management)

Those accountable for each purpose should be identified to facilitate effective joint working and decision making.
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- 4.3.2 to 4.3.5
  - Technical changes (future proofing)
  - 4.3.2 Physical and electronic
  - 4.3.6 SCC code alignment
7 - Response to Incident handling

8 – ISO 27001 (information security standard)
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- Clear guide
- Demonstrable standard
- Annex C – SCC link
- Confidence in professional status
Importance of Increasing Police and Public Confidence in the operation and Management of CCTV
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• What is confidence (Public)
  – 4,895,000 camera’s in the UK as at 2013
  – Estimated ratio private to public: 70 to 1
  – CCTV control room 114 arrests in 2014
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- What is confidence (Police)
  - Small but statistically significant reduction in crime (2008)
  - 4000 of the 5000 arrests (London riots 2011), informed via CCTV evidence
  - Variance from only 3% of crime solved to 80% involvement
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• Operation of Systems(Staff)
  – Insertion of ‘12 guiding principles’
  – Training, training, training
  – Professional standards and appropriate accreditation
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• Operation of CCTV (Equipment)
  – Digital/analogue
  – Back up systems
  – Responsiveness data management
  – Single platform operating systems
  – Data capture and retrieval
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- Management of Company/Organisation
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World standards
IEC / ISO

European standards
CEN / CENELEC

UK standards
BSI

Inspectorates
NSI / SSAIB

Police

Users groups

UK CCTV industry

Industry interoperability groups
ONVIF / PSIA

Government
ICO / SCC / SIA

Home Office CAST (HOSDB)

BSIA
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• How to Increase Confidence
  – Professional standards
  – Professional Capability
  – Results
    • Reduction in Crime
    • Overwatch
    • Support and Response
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• Importance of Increasing Confidence
  – Public Confidence:
    • 1984 Vs Safety
  – Police Confidence:
    • Paperwork/Labour Vs Results
  – Commercial Imperative
    • Investment Vs Enduring Profit
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Recommendation on Best Practice in obtaining reliable information that might be offered as evidence
A major problem (especially with business CCTV) is that the owners often cannot download from their own system. They have been sold it to "prevent crime" – but…….

Likewise we need some cameras capturing front on face images - better for identification AND better as facial recognition improves (albeit a slow process).
"The arguments against specifying new criteria which must be met before evidence can be admitted are:-

- It would be very difficult to specify the nature of the authentication technology in such a way that it would not quickly become outdated as the technology advances.
- It would take an appreciable time for manufacturers of digital image technology to incorporate such measures, and even longer for such technology to become widely used;
- When technology advances, the courts will be faced with the position that images over which there is no dispute as to their reliability cannot be received as evidence because they were not captured by technology which met the specification; and
- The clear trend in the development of the law is to remove prior requirements for all forms of documentary evidence, leaving it to the courts to determine whether the evidence is reliable.

For these reasons we are not convinced that some sort of criteria must be met before evidence can be admitted. Rather we agree with the witnesses who said that there should not be different rules about admissibility based on the technology used to capture the evidence"

"We recommend that evidence should not necessarily be inadmissible because it does not conform with some form of technological requirement".
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- Practical Evidence
- Time Sync
- Records Detail
- Permissions
- Clear Process
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- Handover / Takeover
- Trained Personnel
- Formal Registration
- System Standard
- Replay Knowledge
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• BS7958 release in August
  – Improving and better guidance
  – Effective and something to drive improvement
• Confidence
  – Working with the Police (the ultimate customer!)
• Best Practice
  – Practical, ask ‘experts’, use standards