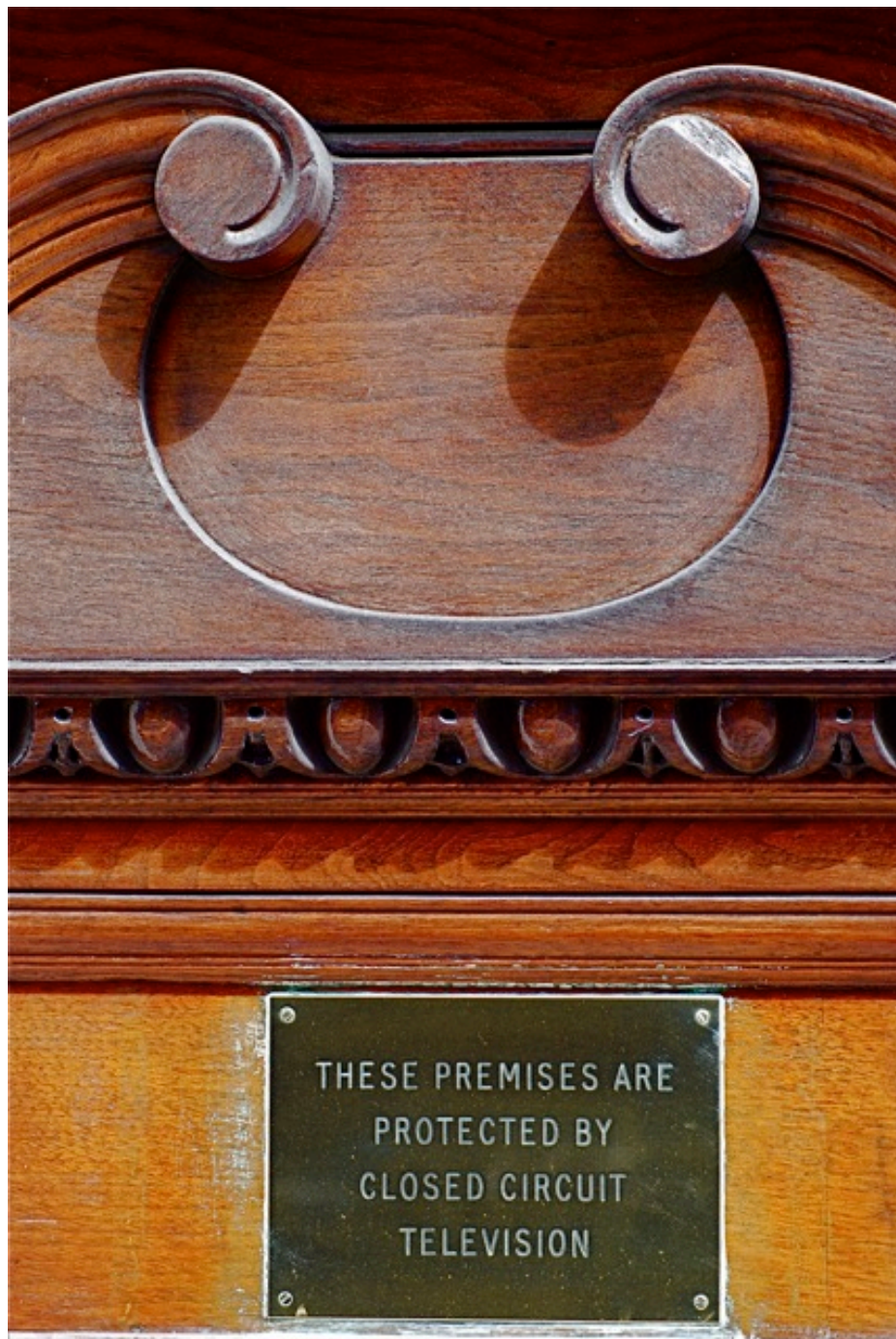The **T**RUSTED© CCTV Improvement Project

... introduces

Multiple Level CCTV 'Operational Standards'

suitable for a broad range of

Security Camera Surveillance Systems

Part 2
v.2.1.1

due to launch
September
2015

THESE PREMISES ARE PROTECTED BY CLOSED CIRCUIT TELEVISION

S
13001P

T
Platinum
TRUSTED CCTV
The Gravely Hill
Hospital Trust

'Operational Standards'
for Security Camera Systems

The TRUSTED© CCTV Improvement Project was originally launched in 2007 by UK based CCTV Advisor Doktor Jon. The objective was to develop a wide range of instructional and support materials, to help Users get the most out of their video surveillance security systems.

Based on feedback from the UK's first "National CCTV Improvement Week" held in 2012, these latest 'Operational Standards' are intended to help drive excellence in operation and management to a new level.

TRUSTED© Operational Standards are very much a "work in progress", so with this in mind, any feedback, comments or suggestions will all be very warmly welcomed.

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Why ...

'Operational Standards'
for Security Camera Systems

Up until now, apart from a limited amount of guidance, and 'Codes of Practice' that are aimed mostly at high end CCTV Users, there has been little in the way of any practical and useful standards, that can help Users and Operators manage their CCTV Security Camera Systems.

The TRUSTED© CCTV 'Operational Standards' offers a unique new approach, which is designed to encourage both an effective and responsible level of CCTV management, that not only suits the objectives of the Operator, but also provides significant tangible benefits to a wide range of other CCTV "Stakeholders".

In other words, adopting the general concept of ....

"Responsible Societal Surveillance©" or RSS for short!

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'Operational Standards'
for Security Camera Systems

The TRUSTED© CCTV 'Operational Standards' are arranged in two discreet sections:-

Part 1 details the outline operational considerations for anyone planning to design or deploy a new CCTV System, and as such provides guidance on the requirements to achieve future compliance with the main standards.

(Part 1 documents are due for publication late in Q4 2015)

Part 2 is structured to cover a broad range of issues and requirements, that relate specifically to the effective, efficient and responsible operation of any existing CCTV Security Camera System.

(v2.1.1 of the Part 2 documents are set for launch September 2015)

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'Operational Standards'
for Security Camera Systems

Part 1 of the TRUSTED© CCTV 'Operational Standards' will contain pre planning advice to help Users deploy and operate a compliant CCTV System:-

- Section 1 - Background CCTV System Planning Considerations

- Section 2 - General Consultation and wider Community Considerations

- Section 3 - Technical Equipment and wider Operational Issues

- Section 4 - General Video Surveillance System Management

- Section 5 - Issues relating to Responsible and Accountable Operations

- Section 6 - Considerations relating to UK Legal Compliance

- Section 7 - Issues relating to general CCTV Maintenance and Repair

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'Operational Standards'
for Security Camera Systems

Part 2 of the TRUSTED© CCTV 'Operational Standards' contains seven sections required to be completed in full, in order to achieve compliance:-

- Section 1 - Review CCTV System Planning and Operational Objectives

- Section 2 - Video Surveillance System Technical Reviews and Testing

- Section 3 - Video Recording Review and Performance Testing

- Section 4 - Review System Management to meet Operational Objectives

- Section 5 - The Transparent and Appropriate Use of CCTV

- Section 6 - Review CCTV Operations to confirm UK Legal Compliance

- Section 7 - Issues relating to ongoing CCTV Maintenance and Repair

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'Operational Standards'
for Security Camera Systems

With well over 200 individual requirements detailed across the various TRUSTED© CCTV 'Operational Standards', compliance is intended to help deliver a more efficient, effective and responsible use of CCTV.

In no particular order, some of the key components included are ....

CCTV System Planning   Risk Assessment   Legal Compliance

Equipment Auditing   Stakeholder Involvement   Data Retention   Inspections

Image Optimisation   Performance Testing   Transparency and Accountability

System Profiling   Data Compliance   Crime Auditing   CCTV Charter

Recording Requirements   System Security   Product Export   Monitoring

Video Loss   Secure Transmission   Caption Information   Colour Reproduction

Resolution and Compression   Video Analytics   Maintained Operation

Operator Training   Technical Standards   Ongoing Improvements

Information Sharing   Contingency Planning   Register

Compliance Marks   Visible Signage   Covert Cameras   Operator Licensing

Structured Maintenance   Reporting Procedures   Safety Testing

UPPER BROOK STREET

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'Operational Standards'
for **Security Camera Systems**

The TRUSTED© CCTV 'Operational Standards' were initially presented as a series of draft documents, outlining the requirements and objectives for compliance under four specific levels:-

As a result of feedback received during an earlier consultation period, the completed Part 2 version2.1.1 Operational Standards are now set for launch in September 2015.

The registration of compliant systems, online listing, and issuing of TRUSTED© Operational Standard Compliance Marks and Certificates, is set to commence from January 2016 onwards.

Based on practical feedback, additional work will be undertaken during the coming months to further refine the content.

Plans are also in development for individual bespoke versions, both for use in key sectors, and also as customised 'in house' documents for multiple site operators

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'Operational Standards'
for Security Camera Systems

The TRUSTED© CCTV Operational Standards have been developed to help End Users and Operators effectively manage a wide range of Video Surveillance Systems, currently deployed for security purposes throughout the United Kingdom.

Whilst the core objectives for applying security camera systems are fairly constant in most countries, there are of course local issues and legislation which may require some degree of customisation to the documents.

Subject to sufficient interest and demand, foreign language versions specifically drafted for key overseas markets, could also be readily produced.

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'Operational Standards'
for Security Camera Systems

The TRUSTED© CCTV 'Operational Standards' are currently structured at four distinct levels, covering the diverse needs of a wide range of Users, from basic low end CCTV systems (Level 4), right up to high security and higher public risk installations being used in various challenging situations (Level 1).

The 'Operational Standards' have been set as follows:-

- Level 1 - Platinum - Independent expert assessment required
- Level 2 - Gold   - Independent expert assessment required

- Level 3 - Silver+   - Compliance verification required
- Level 3 - Silver   - Self certification

- Level 4 - Bronze+ - Compliance verification required
- Level 4 - Bronze   - Self certification

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'Operational Standards'
for Security Camera Systems

The TRUSTED© CCTV 'Operational Standards' have been deliberately structured to provide benefits to the widest range of CCTV Users.

As such, all the steps taken to achieve compliance under both Level 1 'Platinum' and Level 2 'Gold', will need to be independently verified by a suitably experienced CCTV expert.

Level 3 'Silver+' and Level 4 'Bronze+' compliance can be independently confirmed by an experienced security professional, such as a Crime Prevention Officer or a specialist Security Advisor.

Achieving the more basic Level 3 'Silver' and entry Level 4 'Bronze' standards simply relies on "self compliance", and as such does not require any external independent authentication.
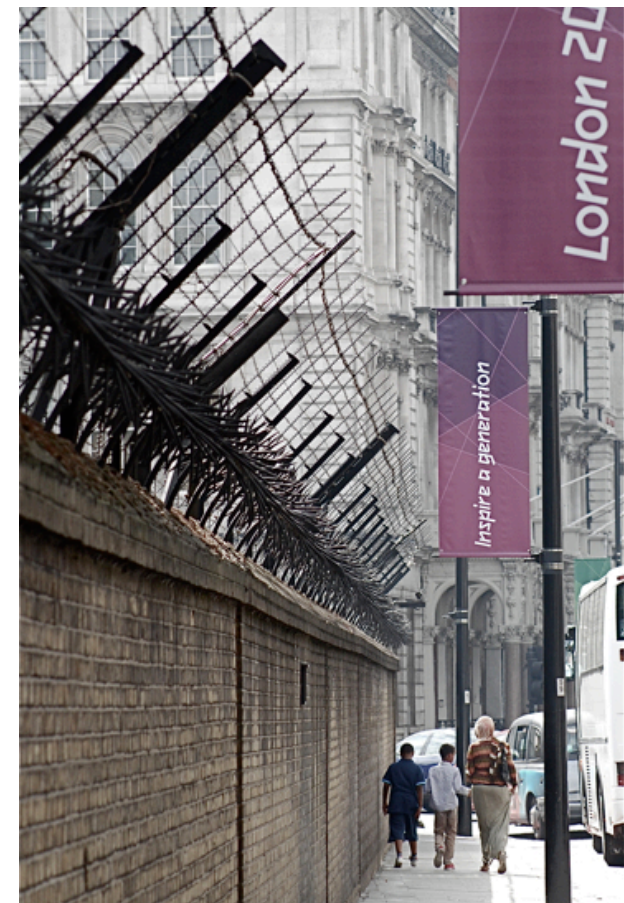
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'Operational Standards'
for Security Camera Systems

To assist CCTV Operators in locating a suitably capable expert that is willing and able to undertake the independent review of compliance with a TRUSTED© CCTV 'Operational Standard', a register of potential candidates will be developed online.

In order to be accepted onto the TRUSTED© Consultant and Advisors register, any CCTV expert that is interested in offering their services to carry out these vital independent evaluations will need to be proposed and endorsed by two of their unconnected peers, both of whom will be detailed on the experts register entry at such time as the nominee is approved for listing.

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'Operational Standards'
for Security Camera Systems

Whatever type of security camera system is being used, the TRUSTED© CCTV 'Operational Standards' can assist an Operator in significantly improving their effectiveness, efficiency and responsible management.

Here are some examples of the Standards use for various applications:-

Platinum - Gold - Silver+ - Silver - Bronze+ - Bronze

High Security Sites   Museums   Banks   Small Retailers

Shopping Centres   Theatres & Cinemas   Doctor Surgeries

Defence Establishments   Warehouses   Hotels   Car Parks

Department Stores   Schools   Medical Centres

Airports   Train Stations   Commercial Premises

Government Offices   Bus Stations   Hospitals   Restaurants

Prisons   Sports Venues   Pharmacies   Car Dealers

Critical Infrastructure   Leisure Parks   Construction Sites

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'Operational Standards'
for Security Camera Systems

Following on from the formal launch of the TRUSTED© CCTV 'Operational Standards' v2.1.1 in September 2015, CCTV System Users and Operators will then be able to determine which Level of the Standard is most appropriate to their particular needs.

As a first step towards compliance, individual copies of the Standard documents may be purchased, and then used to help carry out a structured evaluation of both the technology and operating systems currently in use.

Wherever possible, both technical and operational improvements can then be identified and implemented, which will over time undoubtedly help to enhance the effectiveness of existing CCTV Security Camera systems.

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'Operational Standards'
for Security Camera Systems

Where a particular requirement may not be appropriate to an individual CCTV User, it is possible to apply for a limited written exemption, and still achieve compliance.

Once all the various mandatory components in the TRUSTED© CCTV 'Operational Standards' document have been completed, these can if necessary be independently assessed and verified by a suitably competent individual or practice; this is of course mandatory in order to achieve the higher levels of compliance (i.e. Platinum & Gold).

The final stage offers an option of obtaining the annual 'Compliance Pack', which allows the public registering of a sites Standard's achievement online. This is scheduled to be brought online on the TRUSTED© website, late in Q4 - 2015.

CCTV OPERATORS ONLINE REGISTER ENTRY	TRUSTED REF. NO: - TS 00001/S

TRUSTED© CCTV
Operational Standards Compliance Listing

TRUSTED CCTV Operational Compliance online register entry for:-
Gravely Hill Area Health Authority

CCTV Location:-
Address:-
Gravely Hill Hospital
Wellness Campus,
Vale of Health,
Kleenbill, RU2 1LL

Named Contact:-
Department:-
E-mail address
Doktor Jon
Security Office
doc[at]gravelyhillhospital.com

Contact Tel. No: 01234 - 567890

TRUSTED CCTV OPERATIONAL STANDARDS COMPLIANCE

- LEVEL 3 -
SILVER
STANDARD

FIRST REGISTERED
SEPTEMBER 1ST 2015

CURRENTLY VALID FROM
SEPTEMBER 1ST 2015

VALID UNTIL
AUGUST 31ST 2016

INDEPENDENTLY VERIFIED BY ....
NOT REQUIRED FOR SILVER STANDARD

SITE'S 'GLOBAL' DISE CCTV SYSTEM PROFILE
D3 - I2 - S1 - E4

OPTIONAL INFORMATION
No. of Cameras:-   127
System Operation:-   Active
Record Duration:-   24 Hrs
Data Retention:-   31 Days

Operators 'Global' CCTV System Profile Statement
The CCTV System being used at Gravely Hill Hospital, has been designed to provide enhanced levels of safety and security for the entire site, visitors, patients and staff.
The overall 'purposes' as detailed in the "Global" DISE Profile, are routinely reviewed, and the system fully assessed and operated in line with the detailed requirements of the Level 3 'Silver' TRUSTED© CCTV Operational Standard's compliance.

Additional Comments:-

EXAMPLE

Publicly viewable documents for Gravely Hill Hospital:-
Outline CCTV System Profile and Operational Objectives
Outline Risk Assessment Survey
CCTV Policy document
CCTV Recording Subject Access Request information
Current TRUSTED© Operational Compliance Certificate

PLEASE NOTE:- All information provided is accepted in good faith, and as such, The TRUSTED© CCTV Improvement Project and it's agents cannot be held accountable for the accuracy or completeness of any details submitted for inclusion in the register.

© DOKTOR JON - THE TRUSTED CCTV IMPROVEMENT PROJECT   www.trustedcctv.org

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The Mark

'Operational Standards'
for Security Camera Systems

In addition to an 'online' listing of Standard's achievement, the 'Compliance Pack' will also provide the following:-

1) A customised and registered TRUSTED© Mark (right), which can be used on any new or existing signage and documentation relating to the CCTV operation.

2) A TRUSTED© CCTV Compliance Certificate

Subject to wider industry support, trade bodies and appropriate organisations may also be permitted to offer these standards under licence direct to their members.

Additional information and application updates will become available over time, but for the moment .....

If you need any further details on TRUSTED CCTV 'Operational Standards' please e-mail to:- *info@trustedcctv.org*

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Gold

TRUSTED CCTV

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Hospital Trust

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