



Security Industry Authority

CCTV Operatives Meeting (17 May 2010) – Notes

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Introduction

Notes from the CCTV Operatives Meeting, held on 17 May 2010

The meeting was organised by Mick Boulton of Bargate Training and hosted by Highfield Awarding Body for Compliance. These summary notes reflect the collated views of those who attended the meeting, a list of whom can be found in the appendix.

It is acknowledged that each delegate has a different view and does not necessarily agree with each point, however all views and suggestions have been recorded.

It is noted that the ideas and suggestions recorded do not represent agreements, nor do they represent the view of the SIA. The SIA may disagree or agree with the views and suggestions of the meeting.

Summary of the Day

Mick Boulton from Bargate Training welcomed delegates to the third CCTV Operatives Meeting.

Chris Daniels of Highfield Awarding Body for Compliance (HABC) spoke to delegates about the recently accredited HABC.

Peter Fry from the CCTV User Group talked to delegates about the Control Room Operators Group, a professional organisation for operatives, offering representation with other bodies, discussion groups and network opportunities, dedicated page in the CCTV Image magazine, regular emails. Peter asked delegates for their thoughts on the Control Room Operators Group.

Brian Larkin from Video Management Services (VMS) spoke to delegates about VeriFi CCTV, a site-specific policy document used to assess and audit CCTV systems.

Andy Walker, HABC, informed delegates of the Saferdoors Conference.

John Morley from Highfield Training talked to delegates about the food safety and compliance training materials Highfield Training offers, and the door supervision, security guard and CCTV training they are developing.

Mick Boulton discussed definitions of public space and the licensing criteria.

Questions

Questions to Peter Fry, CCTV User Group

1. *The CCTV Image magazine is not operator friendly – will this change?*

Yes, we are in discussions with the publishers about the magazine. We would like to see more operator true life stories. We are also not averse to an operator magazine if the membership of the Control Room Operators Group is high enough.

2. *How will you promote the group?*

We will promote this new operator group through CCTV User Group's 800 members and Remploy. Corporate membership for operatives would be ideal but at the moment we are focussing on individual membership.

3. *How will an operative hear about the group?*

Operators are a very difficult group to get in touch with, we hope to promote the group by attending meetings such as this.

4. *You could promote it as continuous professional development (CPD)*

That is what we have in mind and is something we will promote at our annual conference.

5. *There is a threat of companies seeing this as a union. Why would companies want to support it?*

Alec Herd: Operatives aren't always respected by employers and management. This organisation will help to give operatives this.

Peter Fry: We have had support from trainers and suppliers keen on developing their control room operators. Companies should be thinking that the control room operatives of today are the managers of tomorrow. Joining this organisation is continuous professional development for the operative – going beyond the SIA licence.

Questions to Brian Larkin, Video Management Services

1. *I think this product would be best placed in the private sector.*

It was originally designed for the private sector such as shopping centres and property companies.

2. *Is training required before you can use the product?*

Yes, if you would prefer to complete the audit yourself we can provide training.

3. *Is it a one-off assessment?*

The user is not tied in, but it is an ongoing service that can be used continuously – it is very flexible. The Information Commissioner's Office (ICO) recommends an audit every 6 to 12 months.

Questions following the Definitions and Licensing Criteria Discussion

1. The definition of “public space” is confusing as it is actually about monitoring the public in public or private space; why was the licence called ‘Public Space Surveillance’?

Information Commissioner’s Office (ICO): Since SIA licensing more people are confused about private space and the Data Protection Act. There is no difference between private and public space in regards to the Data Protection Act.

SIA: We wanted to make the distinction between someone whose job is to monitor the public to prevent disorder and someone who is using CCTV for other purposes – for example, access control through a doorway. We accept that the term ‘Public Space Surveillance’ is potentially confusing and we may look to revise this in the future.

However, we would like to remind everyone that **it is not what the licence is called that determines who is licensable, it is the activities that the individual undertakes**. To illustrate the point: some people are required to hold a vehicle immobiliser licence even though they don’t themselves immobilise the vehicle – for example, if they collect the release fee.

The definition of licensable activity for Public Space Surveillance (CCTV) is provided in our *Get Licensed* booklet and on our website. That definition specifically includes the use of CCTV equipment to “monitor the activities of a member of the public **in a public or private place**”.

Website link:

- www.sia.homeoffice.gov.uk/pages/licensing-who-cctv.aspx

2. What happens if there is incidental or accidental monitoring of the public, for example a demonstration at a research facility?

SIA: If an individual’s job does not already involve licensable activity, they are not licensable if they respond to a sudden and unexpected occurrence where that response would otherwise be by a licensable activity.

However, the occurrence would need to be sudden and unexpected. To use your example, a demonstration at a research facility is a foreseeable risk, so it would be hard to argue that an individual was ‘unexpectedly’ required to monitor one.

3. Do you need an SIA licence if you are monitoring the perimeters of a building?

SIA: If you are only using CCTV to monitor an area that is not open to the public (for example when it is closed and locked up at night) and you are monitoring the area to only watch out for individuals who have broken into that building (i.e. to protect the building) and/or are trespassing, then you do not need a public space surveillance (CCTV) licence. We do not consider identifying someone who has broken into a premise as monitoring a member of the public or the identification of a particular person.

If the CCTV viewing involves monitoring of members of the public, or identifying a particular person, it is likely to be licensable.

4. Does the SIA have plans to license people who install security equipment?

SIA: No, we have no plans to do so. However, we have an additions framework which makes it possible for a body or an organisation to apply to the SIA to license another sector. You will have to provide evidence that regulation would mitigate a risk to the public.

The industry could itself promote certain ‘approved’ installers, which would help to raise standards in this area.

Camerawatch: We introduced an annual assessment scheme not to promote installers but to find out the better CCTV installers and suppliers and work with them on data protection. Many buildings are now built with CCTV as the norm, which is often a problem.

ICO: We discourage buildings being built with CCTV already installed, the reasons for installing and using CCTV systems need to be justified before being installed.

5. Why is there an accredited prior learning exemption in CCTV?

SIA: If an individual has relevant prior learning, such as an NVQ, we want to recognise it, because we have no interest in making people repeat training that they have already completed. If they have achieved the NVQ in the past three years, and have completed the units of the NVQ that we have listed, then we feel it fair that they can use this to count toward their licence.

6. National Vocational Qualifications (NVQs) are an assessment of people skills and not enough learning for the Public Space Surveillance (CCTV) licence.

SIA: NVQs are work-based qualifications but do include an assessment of a candidate's knowledge, and have a rigorous quality assurance process that is conducted within a regulated qualifications environment. We feel that these qualifications represent a reliable assessment of an individual's skills and knowledge.

7. Does this exemption apply to other manned guarding sectors?

SIA: Not anymore. It did when licensing was first introduced, but now applicants to the other manned guarding sectors are more likely to take the licence-linked training. We have kept the NVQ for CCTV because you could work for a company without a Public Space Surveillance (CCTV) licence, and complete the NVQ, and then move to another company that requires the licence. We do have an exemptions policy that contains criteria that we use to give exemptions against qualifications which can be found on our website.

Website link:

- www.sia.homeoffice.gov.uk/documents/training/sia_competency_exemption.pdf

8. Why are small shops and premises exempt from the Data Protection Act according to the ICO?

ICO: If the small shops or premises are managing their own data then do not have to register with us but they still have to comply with the Data Protection Act. If they are using CCTV they will have to notify us.

9. Can you notify use of CCTV for staffing and HR reasons?

ICO: Yes, you should list all purposes you think the cameras will be used for. We have a separate helpline for notifications (01625 545740). Further information can be found on our website:

Website link:

- www.ico.gov.uk/what_we_cover/data_protection/notification.aspx

Taking the Network Forward

Brian Larkin, VMS, has offered to organise the fourth CCTV Network meeting, which will be held in September 2010. Further details will be published on our website.

Website link:

- www.sia.homeoffice.gov.uk/cctv-meeting

Appendix: List of Attendees

Company	Name
	Sravanesh Rottela
Bargate Training	Mick Boulton
Camerawatch	Paul Mackie
CCTV User Group	Peter Fry
Chesterfield Borough Council	Susan Massey
Darlington Council	Peter Bowerbank
HABC	Chris Daniels
HABC	Andy Walker
Highfield Training	John Morley
HQ International	Anthony Ward
Information Commissioner's Office	Judith Jones
NSL Ltd	Kenneth Hanslip
SIA	Hazel Russell
SIA	Siana Bretherton
SIA	Nicola Laycock
SIA	Matthew Murchington
SIA	Tony Holyland
SIA	Stephen Grieve
Surrey Police	Alec Herd
Valley Watch	Cyril Deeming
Wilson James Ltd	Vaughan Bramley
VMS	Brian Larkin