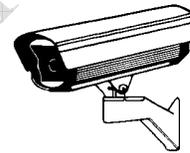
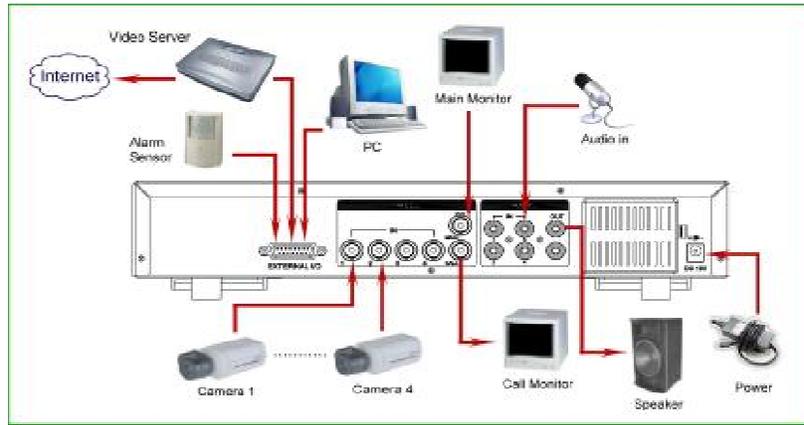




[GHANA SECURITY INDUSTRY PROFESSIONAL]



Guidance on the Implementation Process

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-Local Industry Standards and Advisory Information-

CONSIDERING CCTV?

We are pleased to offer you the following advice based on UK and International best practice for design, implementation and operation of CCTV. The legislative and evidential issues surrounding CCTV are now also as important as the technical source. As well as the technology, you must also consider those who will operate it and use it – ‘the human element’. Investing in the people is vital to success. **“THE INDIVIDUALS OR PEOPLE CHOSEN TO OPERATE CCTV SYSTEMS ARE AS GOOD AS THE INFRASTRUCTURE ITSELF”**

This advice is aimed primarily at Local Authority/Crime & Disorder Reduction Partnerships implementing or expanding existing public-space CCTV surveillance systems. The principles can be applied and the process adapted to any application of the technology to maximise its’ benefits.





LEGISLATION

Since Mid-2000 a range of new legislation impacted on all facets of **CCTV GLOBALLY**.

Human Rights Act 1998 - affects all activities of a '**Public-Authority**'

Courts will ultimately assess whether the way images may have been captured was unlawful or not.

Article 8 establishes a 'qualified' right for everyone to have the right to respect for private and family life, home and correspondence. Therefore to comply with the qualification to 'invade privacy' with the use of CCTV cameras a risk/threat assessment must be carried out using five tests; consider using existing industry reference MATRIX - PLANS:

Proportionality	P	is CCTV appropriate and the quantity reasonable as the solution?
Legality	L	is it lawful? – What laws will you rely on for your CCTV activity?
Accountability	A	what process do you have? – Purposes & Codes of Practice
Necessity	N	What needs analysis has been made? – Operational Requirements
Subsidiarity	S	Minimum interference with Rights. Understand this re CCTV use.

Data Protection Act 1998 – affects all CCTV users where images are personal data
Suffice to say that the majority of CCTV systems are 'processing personal data'.

A user must:

- Identify a 'data controller'
- State their data purposes & meet conditions of Schedule 2 &/or 3 in the Act
- Notify or 'register' with the Office of the Information Commissioner annually
- Process CCTV in accordance with DPA principles
- Ensure CCTV is 'fit for purposes'
- Comply with the DPA Code for CCTV (all public places) if applicable
- Train staff in their responsibilities under the Act.

Information and Guidance about the Data Protection Act 1998

The full Codes of Practice, compliance audit and advice for small businesses and other pertinent information can be made on a case by case scenarios.

Regulation of Investigatory Powers Act 2000 - affects all 'covert' activities of a 'public-authority' CCTV scheme when applied during investigations. We will adopt such measure in compliance protecting national sovereign Integrity for certain activity which will require DATA by local authority like the Police, CID, BNI and the National Security for **FORENSIC AUDITING**.



IMPLEMENTATION

Partnership Approach

Town/City-Centre CCTV schemes in the UK and many other countries are almost exclusively owned by the Local Authority. Typically, they are both operated and managed by themselves in their own premises, or by their local police partners in police premises; each using dedicated trained staff employed for the purpose. In any event, working closely with local police officers ensures that any subsequent policing function is conducted in partnership with the system owners. This should not be limited to capital investment or financial contributions, but encompass day-to-day working practices.

The key to a successful partnership approach lies in the commonality of objectives and a mutual understanding between local authority or police-employed CCTV operators and their operational policing counterparts. This is as vital as the technical integration and should be supported by communication links between the CCTV Private and Police Control Rooms.

The formation of a key-stakeholder group or engaging the service's of a specialists for CCTV and Digital Technology in convergences with Physical Security is considered essential to co-ordinate the partnership approach, implementation/improvement and operational outcomes. A written Partnership Agreement or a CCTV Service Level Agreement within Scope is very useful. This outlines each stakeholder's roles, responsibilities and liabilities across a range of issues including buildings, insurance, finance, staffing, system development and review.

Implementation Process

The funding and implementation of a Private, Commercial or Public-Space CCTV represents a substantial investment of funds in a hi-tech solution as part of a range of initiatives to improve safety and security, crime reduction and assist with policing strategies. Such investment should be based on a sound platform of needs analysis; feasibility; an operational requirement and a technical specification suitable to invite interest from contractors, in order to provide a successful CCTV system.

Evidence and academic research exists supporting the fact that to implement a CCTV scheme on the basis of what a lone supplier believes is appropriate, without the user understanding and driving their needs, the scheme is most likely to be an embarrassing failure and will not meet expectations as we see in many installations in Ghana and many other African countries. Our airports, harbours and government buildings are not adequately catered for and systems do not meet requirements and standards especially in **"CRITICAL MISSION INFRASTRUCTURE"**.

UK and other countries guidance from the Police Scientific Development Branch [Operational Requirements 4/94] still forms the basis of the correct approach to installing CCTV.

Commonly in the UK, public authorities employ the services of specialist CCTV consultants to conduct this foundation work prior to inviting tenders, appointing a contractor and project-managing the implementation to a satisfactory completion. The process can be adjusted and made applicable to any CCTV scheme.

- | | |
|-----------------------------------------------------------------------------------|------------------------------------------------|
| 1. <u>Feasibility assessment</u> - | Study to Develop the Basis for an O.R. (see 2) |
| Location & Environment | Infrastructure Available |
| Power Sources | Lighting Assessment |
| Suitable Transmission Methods | Monitoring of Cameras |
| Reaction to what is seen | Planning Regulation Requirements |
| Civil Works | Overall Costs – Capital & Revenue |
| Links to other initiatives – Urban Rehabilitation Projects & a "Radiolink" Scheme | |



OPERATIONAL REQUIREMENT

“A statement of needs based on a thorough and systematic assessment of the problems to be solved and the hoped for solutions must be the foundation for a Successful Project”

- ❖ **Is there a problem ?**
- ❖ **What is the problem ?**
- ❖ **Will CCTV help solve the problem ?**
- ❖ **What other solutions have we considered ?**
- ❖ **Can we afford what we want ?**

Without an OR a Scheme will Falter - Quality is Preferable to Quantity

- **High Performance = High Costs**
- **A User Must Understand What They Want to Achieve:**

A Documented Assessment Of The Following:

Key stakeholders	Standards of coverage
Owners/Managers of the scheme	Equipment required
Purposes/Objectives/ Expectations	Recording required
Areas of coverage	Camera types
Monitoring required	Crime/Activity analysis of proposed area of coverage
Communication links	

3. **Technical Specifications** – a technical document detailing the necessary equipment type and specifications to meet the O.R. to ensure the contractors tender to the ‘user requirements’.

4. **Tender Process** / appoint contractors / project manage implementation / commission to OR.
This process will be individual to the CCTV scheme under development. **CHOICE OF A NORMINATIVE, A SELECTIVE OR AN OPEN TENDER PROCUREMENT IS VITAL**

Codes of Practice, Operational Procedures and Training

- Codes of Practice – the ethics and principles of your CCTV operation.
- Procedure/Operations Manual – specific guidance to the managers and operators of CCTV.
- Training – Technical, ethical, legal and operational training is vital to the success of your scheme. Well trained, motivated and valued staff ensure the ‘human element’ of CCTV is as effective as the technology. The people make the technology “happen”.

“This is the Accountability for your Technology in Convergence”



SUMMARY

- ✦ The formation of a group of key-stakeholders is crucial to development and operational success of public-space CCTV in convergence with digital and physical security. As in African countries we do not have a set of rules and regulation to procure, manage installers, service providers and operators of security systems meeting present global realities in challenges and threats to technology and its infrastructure. **“RISK AND THREAT ASSESSMENT IS VITAL AND A KEY COMPONENT.**
In **TransAfrica2000** we have adopted existing workable standards typically from the UK (Member ASIS Chapter 208) and other countries which will include Local Authority departments (CCTV, community and legal services, planning/design), Police (at force and local level), Business/Chamber of Commerce, suppliers information and compliances.
- ✦ Consider a Partnership or Service Level Agreement for CCTV.
- ✦ Public-Authorities (Stakeholder group) must complete their PLANS assessment.
- ✦ Funding – capital and revenue sources must be identified.
- ✦ All development and use must be legal and compliant with the Human Rights and Data Protection Acts 1998.
- ✦ The stakeholders / users must drive the solution and not the supplier; otherwise you will end up with a system that does not meet your needs.
- ✦ The provider should not be dictating what the customer should have.
- ✦ If the stakeholders / users need assistance to evaluate their needs or undertake CCTV tasks, an independent CCTV Specialist or consultant should be strongly considered.
- ✦ The Operational Requirement (OR) is essential for preparation of a technical specification to meet it and ensure the CCTV system delivers expectations.
- ✦ The installation must be commissioned against the OR and Technical Specifications to ensure it meets customer needs and is ‘fit for purpose’
- ✦ Local operational procedures setting out day-to-day CCTV working practices and appropriate response to activity are essential.
- ✦ Contact The CCTV Business, Private User Group for additional information if required

“This advice and guidance is given free without the intention of creating a contract. The CCTV Business, Private and Industrial User Group (TransAfrica2000) uses its’ best endeavours, knowledge and experience, but does not take legal responsibility for the advice and guidance given”