How the NHS protects patients and staff
We talk to the head of security for NHS hospitals in Leeds and find out why they invested millions on new security

Big Brother awakes
A leading privacy pressure group publishes report on CCTV, claiming half a billion pounds has been wasted

Also in this issue
• National CCTV Improvement Week
• Thermal imaging explored
• New video management system for Bridgend

Into the sunset?
We talk to Graeme Gerrard, ACPO lead on CCTV, on the occasion of his retirement
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Peter Fry, Director, CCTV User Group

BELATED best wishes for 2012 and the fervent hope that 2012 is more positive than the past few years for everybody. However we are seeing some drastic changes in the Public Space CCTV landscape as budget cuts begin to bite deeply. Fortunately as far as I am aware, very few systems have actually closed but what appears to be becoming fairly common is a reduction in monitoring hours with operators not monitoring in the early hours of the morning.

Budget Cuts And the risks of limiting monitoring hours

I appreciate the pressures all CCTV Managers are under to make cuts and realise this is making the best of a bad situation but it does give rise to many concerns. In February I attended, and spoke at a conference which had two presentations on the Met’s investigations following the London riots, and their trawling of CCTV Images to identify the perpetrators. On the train home I was thinking about some of the points made that investigating Officers found some cameras had been pointing in the wrong direction or panned away just at the time they could have got a good image. That sounded to me like they were on pre-set tours and it is possible that, as the riots went on well into the night, that perhaps no operators were present. True or not, the reason for mentioning this is not criticism in any way, but highlights what might well happen during such events, or other major incidents, in the future, IF authorities cut back the CCTV budgets and the monitoring hours. If there is no operator present to control the cameras the evidence available to the Police will simply be dependent on where the camera is pointing at that time, whether they are zoomed out for ‘overviews’, or zoomed in for ‘overviews’, or zoomed into it.

FACING THE FUTURE

OK, IT MIGHT be unusual to recognise a 16th Anniversary as special (unless it’s a wedding Anniversary when the risks are greater in missing any such event), but to be honest last year I was so tied up with other things it never struck me that was The CCTV User Group 15th Anniversary, so now might be opportune to remember the 16th, and we will be doing so at our annual conference at the Hellidon Lakes Hotel in May.

The theme of this year’s conference is ‘Facing the Future’. It does seem to me every CCTV manager and indeed the Police and the Service Companies, have in fact been doing this in an atmosphere of uncertainty for the last 7 years, since DCC Graeme Gerrard’s great initiative in writing to the Home Secretary in March 2005 (before the London bombings in July 05) defining the urgent need for the Government to develop a National CCTV Strategy, which envisaged new regulation and standards.

I think very few of us at that time would have anticipated that we would still be in this period of uncertainty 7 years later, and despite the recent circulation of the responses to the Governments consultation on the CCTV Code of Practice, there is little in it that indicates the way ahead, apart from the fact the Government seems intent on regulating what is already the most regulated part of CCTV Surveillance, i.e. the public systems as part of ‘State Surveillance’, and hope this ‘Best Practice’ will filter down to the private and domestic systems which comprise what most recognise as the real problem areas that need to be addressed.

The conference this year will of course concentrate on the main issues which are of major value to both those managers who have years of experience in running CCTV systems, but equally critical to managers who, through the cuts and loss of personnel, have now taken on responsibility for CCTV in their organisation with little practical experience. The workshops will give the ability for those ‘new to the game’ to network with those who have been there, seen it, done it, and learn from their experiences.

The principal presentations will cover:

- Regulation and the Code of Practice – Andrew Rennison (Interim CCTV Regulator) accompanied by Alastair Thomas (Home Office)
- Data Protection - Jonathan Bamford, The Information Commissioners Office, to discuss EU proposals for Data Protection
- Sam Lincoln Chief Inspector to the Surveillance Commissioners to update us RIPA
- CCTV and Olympic Security (to be confirmed)
- Dr Anthony Bridges – who has been looking at the use of automated detection algorithms and comparing performance with and without such systems and varying degrees of human input. This could be highly relevant given the continued manpower constraints
- Presentations by CCTV Managers on ‘Facing the Future’ including
  • Training Operators to understand body language
  • Operator Assessments
  • Presentations by manufacturers, suppliers and integrators on how new products can reduce revenue costs.

And of course Workshops where delegates raise their own issues, seek advice and share experiences.

And lots, lots more! We always say ‘you can’t afford to miss it’; but with us holding prices the same for the 4th year running, it represents tremendous value for two nights’ accommodation, all meals, access to all presentations and to our exhibition, all for £399 +VAT.

CCTV User Group Awards

As usual, during the conference we will be presenting our awards for Operator Teams of the Year and Management and Innovation. Nominations for these, with background information justifying the award, are invited with a closing date of 1st May.
for evidential quality identification.

The Police in many forces have done a fantastic job in identifying and tracking individual rioters throughout the event and this has resulted in hundreds of individuals going to court and in one case receiving the highest sentence so far of 5 years and 4 months in prison. My very sincere congratulations to all those in the London VIIDO and Met CU, as well of course the other VIIDO officers and video forensic analysts in the other forces who have done such a great job, as well of course the CCTV Managers and operators of systems across the country that enabled so many images to be put on the net so speediely after the events.

But, the point of this diatribe is that the Police can only work with the images that are provided, and if the quality and quantity of these is reduced by less pro-active monitoring forced by the budget cuts, and criminals escape detection as a result, this seems to be a very false saving.

**DCC Graeme Gerrard**

There is a far more complete article in this issue following Graeme’s impending retirement in March (see page 12), but I could not miss this opportunity to express my personal views on all he has achieved for Public Area CCTV in the last decade and beyond.

Our first ‘formal’ meeting was in Spring 2000 when I took over the management of the User Group from Barbara and John, and called a meeting of the Standards Board inviting Graeme along, to discuss the way forward. Graeme had some hesitations about it being a Company rather than an Association. This prompted me to return home and draw up a constitution for the Group, which I forwarded to him for comment, which recognised his concerns and defined the administration roles for responsibility for the financial and legal aspects of the Group, and the Members role for the development of CCTV Standards and CCTV Policy, which remain to this date. This constitution (although a bit out of date) is still in existence.

Since those days I have come to respect and admire him greatly. Whenever I have had a problem which crossed Police and Local Authority boundaries, or could affect relationships, sharing the same overall objectives I have always been able to phone or drop him an email to gauge his views, typical items that come to mind are when the NPIA came up with ideas about RIPA which were not generally accepted and the media coverage of the CCTV cameras in Birmingham and the difficulties many authorities were experiencing in getting Airwave into their control rooms. I strongly believe this would not have happened without his intervention and him acting as arbitrator and convincing other forces of the value.

His principal legacy must be the initiative to get the Home Office to express my personal views on how we can use this software would be appreciated. His principal legacy must be the initiative to get the Home Office to get the Home Office to consider a long needed National Strategy for CCTV, and his tenacity in overcoming most of the problems he faced in it’s development to the Report in 2007. It is deep loss to CCTV that the Government processes have to date prevented it totally coming to fruition in the manner we all hoped.

Graeme’s retirement from his current role is a sad loss to all involved in Public Area CCTV and a hard act for anyone to follow in the role of CCTV Lead Officer and Chairman of the ACPO CCTV working Group. However I sincerely offer him my best wishes for the future and hope that even after this retirement he will retain involvement in the Public Area CCTV Surveillance community.

**State of the CCTV User Group**

Having completed my assessment of the accounts for 2011 (prior to the accountant’s evaluation) the User Group is still financially sound having just about broken even after Corporation tax and dividends.

Our membership levels have reduced slightly during the years but there are strong signs these are now beginning to increase again and it is good to know many of these have had no experience of CCTV before being put into the post, and are coming to the User Group, for the help, advice and support that the ‘old hands’ sought in the late 90’s.

Those not so experienced can benefit from their expertise greatly, and please remember there is no such thing as a silly question about CCTV! 2009 and 2010 were very difficult years with over 50 local authorities ceasing to exist solely due to the formation of larger, but fewer, unitary authorities. Combining this with beginning of the economic downturn and many CCTV companies going into liquidation or being merged with/taken over by larger companies, again this had a significant effect on membership at those times, and since then the budget cuts and the amalgamation of some LA control rooms has had some effect.

However the great news is that from a Local Authority Membership of a little under 200 in 2008, the User Group still remains the largest single organisation representing Public Area CCTV system managers with over 150 Local Authorities as members, not forgetting the Police, Universities, Hospitals, Housing Associations and retail and commercial members etc.

**Services to Members**

A major transfer of our www.cctvusergroup.com site from one of the hosting company’s server to a new server created some problems for a short while but these were rapidly resolved by the company, but required some changes to the website which have now been completed. This has delayed the introduction of some new initiatives mentioned in the last CCTV Image.

**Discussion Forum**

I must admit I am disappointed that the www.cctvusergroup.com/phpBB3 discussion forum has not taken off as I had hoped as so few are able, due to their corporate IT policies, to log in to the Yahoo forum. I do appreciate it is not so user friendly as, although you do get initial emails of topics, unless you log into the site (username is your first name and last name, and password same as the members section of the main site) you don’t get any more if you don’t log in, and you can’t just respond by email to the email you received. I am hoping to solve this shortly but it is inherent in the BB3 programme and needs a modification.

**Wiki Site**

I have also been looking at introducing a Members Wikipedia type site so members can upload any ‘best practice’ CCTV model documents they have and other members can review and add suggestions for improvement. I do believe this will be a great way for all members to get involved in the development of further standards for the future. I would appreciate your views on whether this would appeal to you, email Peter@cvctusergroup.com.

**CCTV User Group Surveys**

Peter Webster also made me aware of a survey programme he has used which would enable us to do far more surveys of our member’s opinions and approach to CCTV and ensure every member’s views were sought, and help us to improve our service to them. I have now purchased the software and probably by the time you read this you will have received our first survey on intentions to attend the conference. Again your views on how we can use this software would be appreciated.
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  - YV3.3x15HR4A D/N 1.3 MP f = 5–50 mm

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Fujinon. To see more is to know more.
Call for first-ever National CCTV Improvement Week

THIS YEAR will see CCTV systems across the country come under the spotlight like never before. In the run up to the Diamond Jubilee celebrations and the London Olympics 2012, the need for ensuring maximum effectiveness of the UK’s existing security infrastructure, has never been greater.

In this period of heightened security concerns, given the vital role that Closed Circuit Television can play in helping to maintain a safe and secure environment, a security expert and consultant known as Doktor Jon has called for the first-ever “National CCTV Improvement Week” to be held during the week of the 6th -12th May 2012.

It’s aim is to encourage a broad range of CCTV users and operators to set aside some time to evaluate their existing video surveillance systems, and then look at ways of identifying where basic simple improvements could be made to improve overall performance, increase operational effectiveness, and address any existing data management or privacy concerns.

The event is of particular importance with regards to the vast majority of privately operated CCTV cameras, that are often relied upon to produce vital evidential recordings needed to assist in serious crime and terrorism related investigations.

During NCIW 2012, any individual or organisation currently using CCTV to enhance their security and public safety, should audit, ‘health check’ and review the performance of their security cameras, so as to hopefully identify any technical or operational issues that may at present compromise or in any way devalue their effective use.

Similarly, users will also be encouraged to evaluate their monitoring, recording and transmission systems, to more accurately determine their overall suitability and effectiveness for purpose.

Depending on the type of security camera system being used, operators will be urged to carry out a general review of their existing video surveillance infrastructure at any one of three distinct levels, whichever is considered to be the most appropriate for their specific individual requirements:

1. A basic CCTV operator’s ‘health check’ based on the “CCTV Users 10 Point Plan” which can be found at www.trustedcctv.org/NCIW2012/nciw10pp.html
2. A more detailed Operator evaluation, using various NCIW 2012 developed documents designed to help gauge their existing CCTV system’s effectiveness
3. An independent assessment to be carried out by a suitably experienced individual or practice (for example, a respected CCTV consultancy, crime advisor or installation company).

• For more information, www.trustedcctv.org

Samsung Techwin talks about its HD-SDI cameras and recorders

Samsung Techwin recently unveiled its HD-SDI range of full HD cameras and a four-channel DVR which the company says bridges a gap in the CCTV market.

HD-SDI is neither analogue nor full IP. It’s a digital transmission system, based on broadcast technology, that transmits digital images over coax and other cabling. In fact, as an alternative to CCTV over IP and standard definition analogue, HD-SDI bears a striking resemblance to the solution being championed by the HDCCTV Alliance.

UK and Ireland general manager Simon Shawley admits that when he first saw HD-SDI he was sceptical. “My first question was why? We have IP, we have analogue, why do we need HD-SDI?”

Currently the security industry is polarised in a debate between IP and analogue. There are hybrid system which enable you to use both technologies but each side in the debate sees hybrid systems simply as a necessary evil while the end-users sort themselves out.

Shawley believes that IP is the future of CCTV but concedes that “there is still a lot of resistance to it, just in people’s minds because they haven’t got the skills set, don’t understand it or don’t want to embrace it.”

What is the market segment for HD-SDI?

“We don’t think that anyone is going to change their whole 16 channel system or 3 channel system to HD, they don’t need to,” he says. “They have cameras doing a good job but there are key positions where HD would be beneficial.”

What’s holding it back? “There’s a cost associated with it. HD is still more expensive than conventional analogue… We are looking at around 40-50% above the standard cost of a good quality analogue camera.”

In addition, with HD-SDI there are still some limitations on cable runs, about 100 metres which makes it comparable to IP but falls far short of cable runs for analogue.

• Read more and watch a video of the interview at SecurityNewsDesk.com

Regulatory bodies to approve surveillance drones soon

Drones – or Unmanned Aerial Vehicles (UAVs) – may soon be filling our skies, engaged in myriad video surveillance tasks.

The Federal Aviation Authority (FAA) in the United States and the European Commission’s Unmanned Aircraft Systems Panel are working on flight rules and technologies for UAVs.

New rules are likely to come into effect between 2013 and 2015. Emerging opposition to UAVs is focused on privacy and fears of a surveillance state.

Read more at SecurityNewsDesk.com?p=8509
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Super Lo-Lux 28 X zoom camera with day/night settings and wiper - shown as wall mount Ball PTZ and Dome.

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<td>Bedfordshire</td>
<td>01234 840408</td>
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<tr>
<td>Birmingham</td>
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<td>Hampshire</td>
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**Alarm Supplies Branches**

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<tr>
<td>Carlisle</td>
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<td>Edinburgh</td>
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Big Brother Watch gets it wrong

In its latest broadside attack on the “surveillance society”, anti-camera pressure group Big Brother Watch has released another of its report. Called “The price of privacy”, it claims that councils mis-spent £515 million on CCTV in the past four years. We examine the report and set the record straight...

THE AMOUNT of money spent by councils on CCTV has been overstated by Big Brother Watch in its recently released report, “The Price of Privacy”.

In the report, BBW claims that councils spent £515 million over four years on CCTV cameras. However, we have uncovered enough examples of differences between the figures submitted by councils and the numbers that were published by BBW to seriously call into question the results of the study.

The error first came to light during a radio interview with Cllr Peter Gruen on BBC Radio Leeds.

Gruen complained that the figures which his council had submitted were grossly inflated by BBW when they published their report. BBW claimed that Leeds had spent £8.7 million over four years on CCTV whereas the figures submitted by Leeds added up to £5.2 million.

Gruen said the difference in the two figures was unexplainable. Nick Pickles, a director of BBW, stands by the figures, claiming that Leeds has got its own figures wrong.

However, we questioned 18 councils by email and had nine replies from CCTV managers who said their replies to BBW’s FOI request had also been misreported.

• North Warwickshire Borough Council – “BBW has inflated our costs by about 120% to arrive at their figure! I have no idea how they have arrived at this from the budget costs we supplied. Their methodology explanation doesn’t enlighten me either!”

• London Borough of Barking and Dagenham – BBW double-counted the salary costs to arrive at a figure that was grossly inflated.

• Chelmsford – BBW report says they have 5 cameras – correct figure, as given in the FOI request, is 315.

• Kingston upon Thames – Unable to separate out CCTV monitoring from all the other services we provide from our control centre – no mention of the qualification that Kingston submitted with their FOI request.

• Warwick District Council – “This has over inflated the actual cost at just over a million pounds.” BBW added £1 million staffing costs to the total costs of running the system to arrive at £2.5 million figure. True figure is closer to £1.5 million.

• Tamworth – Overstated cost of system by more than £1.2 million.

• Newark and Sherwood – BBW overstated expenditure by more than £700,000. They also didn’t take into account what the cameras were being used for, for instance some of the cameras are for internal security.

• Bristol – “I specifically stated in the FOI reply that we are a self-funding, multi-functional control room and that I was unable to partition staff costs relating to the CCTV element of our functions from the remainder of the functions we provide. Figures were published with no cognisance of this or to the fact that we are a cost neutral service.”

CCTV managers also took issue with BBW’s interpretation of the information which had been supplied to them.

One manager wrote: “I worked out my CCTV running costs are around 25p per camera per hour and you cant even get a cup of tea for that let alone a PC walking the beat as they state we are replacing!! Since when did Local Authorities pay for police salaries in any case? What an absurd comparison to make…”

Another wrote: “My main complaint at the moment is that they continue to present ‘facts’ and figures which everyone knows are old and have been superseded by better and more accurate information. For example, the report still refers to 4.2m cameras, which has been superseded by Graeme Gerrard’s recent research, which was done using

Dear editor,

As someone with 20-plus years of experience in high-definition imaging technology and the founder of two successful global imaging companies, I believe that law enforcement benefits greatly from having modern CCTV as part of their investigative toolbox. (CCTV spending by councils ‘was £515m in five years’). However, I agree with Mr. Pickles’ statement that it’s not about the quantity of cameras. It’s about the quality of the cameras.

The video surveillance industry is currently undergoing a transition from analog to affordable high-definition (HD) surveillance technology. This is taking place in the UK and around the world. Upgrading equipment to HD video surveillance from cameras that are based on 30 or 40-year-old analog technology will provide law enforcement with significantly better quality images that can help their investigative efforts.

In addition, HD cameras are highly cost-effective, because, in most cases, fewer cameras are required to provide full coverage for a given area. New HD technologies are very easy to use and allow police to search video footage in seconds with little to no specialized training, compared to hours of searching and intense education needed with older systems. Would you want your local law enforcement agency using personal computers from the 1980s to help solve crimes? My guess is no.

Several factors come into play in reducing crime rates. CCTV cameras should be considered a tool for investigators to fight crime, like DNA and fingerprinting. We have seen evidence that the better quality an image, the better chance law enforcement has to conduct successful investigations and prosecutions, and deter future unlawful activity.

For example, at a customer’s premise in the UK, masked men vandalized property. Police were able to prosecute the vandals due to the quality of images produced by modern HD surveillance systems through the identification of personal details and finding objects with the offenders’ fingerprints. With older analog CCTV cameras, this would not have been possible.

In the United States, the city of Selma, Alabama has seen a 75% drop in criminal reports since investing in HD surveillance systems.

Councils and law enforcement require modern tools to supplement, but not take the place of, police forces. Investing in new technologies such as HD video surveillance to help apprehend criminals and keep citizens safe is a strong investment in livable communities.

Alexander Fernandes
President and CEO, Avigilon Corporation

The editor writes: Interesting points, but I doubt that Nick Pickles or Big Brother Watch will be convinced by your argument in favour of high resolution cameras. They believe CCTV is an invasion of privacy and talk of cost effectiveness, wasted money and putting more police officers on the beat are merely a means to grab headlines for their cause.
a much more credible method of calculation.”

And another said: “I am pleased to see that BBW are all in favour of cameras at airports, docks and military locations. I presume this is to prevent terrorist attacks – we all know that terrorist bombs don’t go off in town centres or train stations. Then again, the locations mentioned by BBW are patrolled by armed police officers or soldiers... maybe they want armed officers to patrol our town centres?”

Many CCTV managers said that BBW failed to take account of the revenue that their systems generated through the monitoring of third-party systems, eg the councils that monitor CCTV systems at commercial sites for which they get paid or the school security systems that are monitored out of hours.

From the time it was published, the BBW report has been called into question. Quoting discredited and out of date statistics, the report claims that the money spent on CCTV would be better spent on employing more police officers.

The report quotes the McCahill and Norris figure of 4.2 million cameras (2002), rather than the more up to date figure of 1.85 million CCTV cameras in the UK which was released last year (see CCTV Image Winter 2011 – available to download at www.securitynewsdesk.com/?p=1966).

It then goes on to claim that the average person is viewed 300 times a day on CCTV – a figure that even its author admits was based on a hypothetical and improbable journey around London. For the record, ACPO’s figure was closer to 70 times a day.

BBW claims that £515m would put an extra 4,121 police constables on the streets – the equivalent of Northumbria police’s entire force. “There is no credible evidence that more cameras will reduce crime, yet councils have poured enough money into CCTV in just four years that would have put more than four thousand extra police officers on the streets,” Pickles said.

However, to put BBW’s figures in context, 4,121 extra officers would represent a mere two per cent increase in manpower – at the price of not having CCTV.

In our interview with DCC Graeme Gerrard in this magazine, he says that CCTV is the first port of call in major investigations as it will often yield vital clues such as identifying suspects and witnesses, determining the exact sequence of events (eg, who threw the first punch) and where suspects fled after the event.

In addition, a study by the Metropolitan Police in 2009 found that CCTV played a vital role in 7 out of 10 murder investigations in London.

Getting rid of CCTV to save money would be like doing away with fingerprints and DNA profiling.

Pickles admits that “Surveillance is an important tool in modern policing” but insists that it is treated as a substitute for police. “In too many cities across the country every corner has a camera but only a few ever see a police officer. Despite millions of cameras, Britain’s crime rate is not significantly lower than comparable countries that do not have such a vast surveillance state.”

Fortunately for the forces of common sense, independent research shows that there is overwhelming public support for CCTV, with some 90 per cent of the public in favour of it and 82 per cent believing that it saves money for police and courts. Eighty per cent said it was not an infringement of their privacy and 71 per cent said it made them feel safer in public.

BBW’s statistics were gathered through Freedom of Information requests and cover the period 1 April 2007 to 31 March 2011.

In the request, they asked for total costs of operating the system and then staffing costs. It would appear from examining their figures and talking to councils that BBW has, in some instances at least, added total costs and staffing costs, effectively double counting the staff costs. Asked about this, Pickles replied:

“We rely on councils for the data to be accurate, and given the overwhelming majority have not complained about our figures it seems to me most have deduced that as we have asked for salary costs to be a separate answer from operation and maintenance, to not include that in the total operational cost. We are always happy to provide clarification on our requests if councils are unclear of what we are asking.”

For ongoing coverage of this and other security news, visit SecurityNewsDesk.com.
Better known in the security industry for his work on CCTV systems, DCC Graeme Gerrard is retiring from the police in March. In this extended interview, he tells us about the highs and lows of his work on regulation and the national strategy.

“I’VE ALWAYS taken the view that I don’t want loads of cameras around if they aren’t serving a useful purpose. The very fact that a camera is there means there’s an expectation to go and look at it, and if it is not actually filming anything of value then it’s just additional cost to everybody.”

This comment, having been uttered by one of the UK’s leading experts on the role of CCTV in policing, might be taken as an encouraging sign by the myriad anti-surveillance groups which are in a state of constant war against CCTV.

Indeed, Graeme Gerrard, deputy chief constable of Cheshire and the lead officer on CCTV for the Association of Chief Police Officers, is critical of the way CCTV is organised and believes the UK could make do with fewer cameras. He also believes that the UK needs a set of national CCTV standards and objectives.

However, anti-security campaigners should take little if any comfort from his words, because they form part of a much broader and more balanced assessment of the role that CCTV plays in a free society, one in which privacy and cost are balanced against a very real need for safety, security and policing.

Leading light

Like any tool, CCTV can be used well and it can be used badly. It can be used for a variety of purposes, including but not limited to crime prevention. Some people describe CCTV as a deterrent while others recognise its forensic potential, providing invaluable and graphic evidence of crimes and their perpetrators.

Graeme is a strong believer in its value as an investigative tool, based on his years of experience in the police, studying CCTV systems and using the images they produce.

He began his police career at the age of 16 as a police cadet in Cheshire, before becoming a constable in Widnes. He then successfully applied for an accelerated promotion opportunity designed to groom future inspectors. He later applied for the strategic command course, a prerequisite to becoming an assistant chief constable and member of ACPO.

The opportunity to study CCTV came while he was on the strategic command course. Students have the option of studying for an applied masters degree in criminology at Cambridge University. At the time, police forces were yielding control of embryonic public sector CCTV to local authorities and there was an argument about whether civilian operators would be as good as police officers at spotting criminals.

“At that stage there was a question,” Graeme says. “If it goes to local authorities and they are going to monitor it, are they going to be any good at identifying suspicious behaviour? Because cops have an allegedly innate ability to do this, and it was cops who were previously monitoring it.”

He spent numerous hours observing three CCTV control rooms and reading about CCTV and surveillance, becoming well versed in the research.

As the Home Office began to pump yet more money into CCTV, ACPO decided it needed someone to take the lead on the subject. The lead acts as a representative for all police forces on the subject by developing policy and acting as a spokesman to the media and government, and Graeme was the ideal choice.

“A lot of money came out of the initial tranche of funding from the Home Office which enabled local authorities to buy a lot of kit. In those early days, none of us had any experience around this. Local authorities didn’t have any professional expertise in managing CCTV because it was a brand new discipline, and we all had to learn as we went along,” he says.

“I was one of those people who started not knowing a lot about the subject… What’s been nice is that you work alongside people and you collectively gather understanding, knowledge and expertise.”
Strategic demand

Graeme is perhaps best known in the CCTV industry for co-authoring the National CCTV Strategy published in October 2007. This joint ACPO/Home Office document was written by Graeme, Garry Parkins, Ian Cunningham, Wayne Jones, Samantha Hill and Sarah Douglas and made 44 recommendations to improve the CCTV infrastructure.

The impetus behind the strategy was a letter written to the Home Office in 2005 in which Graeme asked, what is the government’s strategy around the development of CCTV?

“Without a strategy and sense of direction, we could end up anywhere,” he says. “But it should never have been led by the police – it was never my intention for it to be led by the police – but the reality was, I was the one who had posed the question and having posed the question, you are invited to go away and write the strategy.”

A joint Home Office and ACPO team worked on the strategy, taking advice from a wide range of people including local authority CCTV staff.

“What it was attempting to do was put right a lot of the issues that we collectively felt weren’t working very well, things that could have made the system more effective and lay the foundations for its future development.”

He admits that there was a lot of dissatisfaction in the industry at how slowly the strategy progressed, but says it was virtually impossible to speed it up.

“We went through an unfortunate period of losing Home Secretaries fairly regularly, and at one stage I counted three or four Home Secretaries in an 18-month period,” he says. “Every time a new Home Secretary came in, sometimes with a new team, there was a need for them to get their feet under the table, get to know their portfolio, and then you would have to wait for your particular issue to rise up so you got some sort of political support.”

Graeme’s time was also limited by his day job as deputy chief constable of Cheshire which is a demanding job in itself.

Meanwhile, the Home Office didn’t have anyone working full-time on it, either. “There was Garry Parkins who had some responsibility for CCTV but it had really gone off the agenda as far as the Home Office was concerned because it had gone out to local government.”

Under the Department for Transport, Local Government and the Regions (later absorbed by the Office of the Deputy Prime Minister and in 2006 renamed the Department for Communities and Local Government), funding for CCTV had been devolved to local government. “So the Home Office, together with the police service, was trying to drive a strategy when most of the CCTV is in the hands of local authorities,” Graeme says.

Short lived

He was fortunate to gain some funding from the Home Office for a project team to be set up in the National Policing Improvement Agency (NPIA), but it was short lived.

“It was going well. We were making good progress and we got a lot of the recommendations delivered and then we had a change of government altogether,” he says. “One of the first things the new government said when they came in was they were getting rid of the NPIA.”

That was the end of the project team.

The shelving of the strategy – involving plans to develop standards and the infrastructure – in favour of a plan simply to regulate cameras came as a major blow to the CCTV industry, and it’s clear that Graeme shares this disappointment.

“They said they were going to further regulate CCTV, so does that mean we don’t need a strategy?” he asks. “Their priority is obviously around regulation of CCTV. I would argue that the rest of us still need to know the future direction in the UK, because if you don’t have a strategy, where are you going to go?”

Could it be the Government is happy to let ACPO drive the strategy?

“I don’t think it’s appropriate for ACPO to do it. Why do I think it’s my job to drive the national CCTV strategy – the police are but a small player in all of this.

“We are a customer. We don’t pay for it, the local authorities pay for it. Where is the leadership from local government? Why haven’t they grabbed this?”

Is it a case of, if it ain’t broke don’t fix it? “Yes, but when their current kit becomes obsolete and they are about to go out and buy some new kit, to what standard are they going to buy it? Is there any chance that we could all buy similar stuff so we could connect it up a bit better? So my police officers don’t end up trying to deal with a multitude of different systems and variations because everyone has gone and bought something slightly different.”

And the government should be developing better ways for CCTV operators, police and the criminal justice system to share images. “Why in this day and age am I still sending the police officer to the local Marks & Spencer to pick up the CCTV to bring it back to the police station to see if it’s captured the image? For goodness sake, when people are taking images on the street and automatically posting them on Facebook for the world to see, why am I still dealing with multinational companies and picking up CCTV in that way?”

He warns that unless a comprehensive strategy around CCTV is developed, the UK industry is in danger of developing in a piecemeal way and what was once a world-leading technology sector will drop into the second division. “As someone who is passionate about it, I wouldn’t like to see us in that position. We have to keep at the forefront.”

Wayback machine

The CCTV strategy didn’t turn out the way he wanted, but Graeme has had considerable influence on the CCTV industry during his tenure as the ACPO lead.

He says he’s been fascinated by CCTV since he started studying it and he’s enjoyed learning about the technology along with others in the industry. “There’s a lot of us that have learned together which is quite nice because we started at the same sort of level,” he says. “Ten to 12
years ago, there wasn’t a huge amount of knowledge, understanding or expertise around CCTV and it was just beginning. The first tranche of money had gone in and it was VHS across the board.”

One thing was clear from his experience observing CCTV control rooms and that was the need for better communications between operators and police officers. He played a big role in getting Airwave radios into the hands of the people who were sitting in front of the monitors and had, arguably, the best seats in the house when it came to observing the action on the ground.

It was one of the 44 recommendations in the National CCTV Strategy. “It took a little while for all forces to come on board but I am not aware of any force that doesn’t have Airwave in their local authority CCTV control rooms.”

The inspiration for this was his early observations on control rooms. After months of observations, he found that the operators forgot that he was the assistant chief constable and became more relaxed around him.

“It turned up one day and there on the console was a police radio scanner – an illegal one,” he says. “They suddenly realised that they shouldn’t have it and immediately apologised. I said, no, no, don’t apologise.

“Turns out it had been provided to them by the local cops who saw the value of the CCTV control room listening to police broadcasts and knowing what was about to kick off in the town centre and being able to move the cameras accordingly.”

At another control room he witnessed a crime in progress on CCTV – a suspect being pursued through the town centre by police. The CCTV operators could see what was happening and where the suspect was going and would try to phone the information through to the police control room who would relay the information to the officers on the ground. “We were always three to four minutes behind because of that,” Graeme says.

“So the argument for them having Airwave radio was made out to me very early on,” he adds.

Unfortunately, it wasn’t as easy as saying, here’s a radio and off you go. Issues that had to be addressed included Airwave licensing and who paid for it, the potential for radios to be stolen from the CCTV control room and whether operators could be trusted to listen to secure police radio traffic.

There were lengthy negotiations but eventually it was agreed that the radios would be built into the CCTV desks so they couldn’t “walk away”, the licensing issues were resolved and it was decided that with appropriate training, operators would be able to listen to secure police radio traffic.

“All that stuff had to be sorted, write large across 43 forces and 300 local authorities and councils,” he says. “None of this happens straight away.”

“I don’t have an expectation that CCTV will massively reduce crime. I have to break it down around the various categories. Because it is very early on,” he adds, “I don’t expect to see as many convictions, they have to know that it’s there and they have to be thinking rationally about the consequences of their behaviour,” he says, taking the view that it really comes into its own as an investigative tool.

The riots in August 2011 clearly demonstrated the value of CCTV, with thousands of people identified and many successful prosecutions made based on images. It didn’t stop the riots – and it wasn’t a deterrent – but it was useful.

“It is a massive investigative tool and one of my regrets is that the police service has not been able to show that in a systematic way, and in an evidenced way,” he says before revealing details of a new ACPO research project which may change that.

Graeme has secured the cooperation of the ACPO homicide group to study 12 months worth of murder investigations, covering all of 2011, to find out how frequently CCTV was used and what it was used for. This is the first national study around the effectiveness of CCTV for investigations. A smaller study was conducted in 2009 by Commander Simon Foy of the Metropolitan Police which found that out of 90 murder cases, CCTV was used in 86 investigations and contributed significant breakthroughs in 65 cases.

In a third of cases, a still image taken from CCTV enabled witnesses to identify the killer. Commander Foy echoed what Graeme has said many times, that CCTV is as vital to police as DNA and fingerprints.

The national study – to commence shortly – will look at around 1000 cases around the country with varying levels of CCTV coverage.

“And there are lots of questions around whether CCTV has detected the crime. What do you mean by that? Do you mean, did it provide evidence of who a witness might be, did it actually show the offender taking place, did it show the offender running away, did it capture a picture of the offender? You have to break it down around the various categories. Because it is simply too simplistic to say, did it solve the crime?”

### Margins of monitoring

Many people overestimate the capabilities of CCTV and its this naivety about the technology that leads to some of the more puffed up headlines in the newspapers. Graeme has been close enough to the subject for long enough to recognise its limitations.

“You know that image quality isn’t always brilliant and you know that even if you have a brilliant image, that’s only the first step. If you have no way of identifying who that person is, then you can have the very best images in the world, but it’s like having fingerprints from a crime scene with nothing to match those fingerprints against,” Graeme says.

Automated face recognition is still a pipedream and, for now at least, we have to rely on human brainpower.

Graeme has also seen enough to know that CCTV is not a panacea. “I don’t have an expectation that CCTV will massively reduce crime. I have seen the research but also when you step back and think about when someone would be deterred by crime prevention initiatives, people have to know that it’s there and they have to be thinking rationally about the consequences of their behaviour,” he says, taking the view that it really comes into its own as an investigative tool.

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“Automated face recognition is still a pipedream and, for now at least, we have to rely on human brainpower”

A few divisional commanders resisted the roll out longer than others, objecting on the grounds that they couldn’t trust their local CCTV operators.

“In the end, I had to write to a couple of chief constables and say, you’re missing a trick here. These people are now vetted so if you aren’t happy with them then make sure you are happy with the vetting. Meanwhile, your system is not as operationally effective as it should be.”

### “It’s a significant investigative tool… One of the first actions a senior investigating officer would undertake is to recover the available CCTV”

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“Automated face recognition is still a pipedream and, for now at least, we have to rely on human brainpower. Meanwhile, your system is not as operationally effective as it should be.”
Value of CCTV

I wondered if Graeme could sum up the value of CCTV to the police. We have millions of cameras in the UK which have been installed for various reasons, not always to do with crime prevention. They are criticised by campaigners, academics and some politicians, so why are they wrong and what is the value to the police, victims and society as a whole?

“It’s a significant investigative tool, without a shadow of a doubt. One of the first actions a senior investigating officer would undertake is to recover the available CCTV. If it’s out there, it can support an investigation in all sorts of ways. It can also disprove something happened – or it didn’t happen in the way the victim said it happened.

“So it’s equally helpful in the hands of the defence. People sometimes forget that. If you didn’t commit a crime or it didn’t happen in the way the victim said it did, then CCTV is there to support your version of the story.

“I do think it reduces the fear of crime. Properly used, it can restore certain communities… CCTV put in there does deter some offenders, does allow the police to take action against those committing crime, does give us the evidence to arrest them and bring them before justice, which in turn does allow some communities to get back on their feet.”

So if we removed all the cameras, could we put more bobbies on the beat?

“If we stopped taking fingerprints and DNA we could employ more bobbies on the beat, but we are unlikely to do that. It costs £200 to £250 for a profile DNA kit. If I stopped doing that, I could have more bobbies on the beat.

“It is around the effective use of your resources. CCTV can do something that a police officer can’t do. CCTV can graphically describe the crime so there is no doubt as to what happened. Try putting into words some of the scenes that occurred during the riots, as opposed to showing the video to the court.

“You and I could line up 50 people, show them an incident quickly and take 50 reports, and everybody may well see something completely different,” he says. “CCTV allows you one interpretation. And everybody can see exactly the same thing:”

From a victim’s point of view, CCTV is valuable in establishing the truth, as Graeme stated above, but also when it comes to sentencing, the video can help the judge weigh up the severity of an attack.

“When you have very good, very explicit CCTV, the last thing the defence want is for that to be played in court because it will have such an impact on the judge and jury if they see it in all its ferocity. Far better to say it was a bit of pushing and shoving rather than show the savage beating that it actually was.”

The desire to keep damaging video out of the courtroom can prompt defendants to plead guilty in the hope of getting a lighter sentence, thus sparing victims the trauma of a court case.

“There is not a lot of research around this, but anecdotaly CCTV certainly encourages more guilty pleas which ultimately saves the criminal justice system money and speeds up the process.”

Into the sunset

The cowboy always says at the end of the movie, before he rides off into the sunset, “My work here is done.” However, for Graeme there’s no sunset ride just yet.

Firstly, he’s currently engaged as an advisor on CCTV for the Olympics and he will continue in that role until after the Olympics.

As the senior responsible officer, his job is to help fill in the gaps where there is insufficient camera coverage. This includes putting CCTV into venues where it hasn’t been installed before but also challenging that cameras aren’t simply being put up for the sake of it. And in some parts of the country, it’s about linking up systems which aren’t compatible with each other.

“In central London, there aren’t many gaps because there’s a lot of local authority CCTV that we can call on, but in someplace like Weymouth, where they will have the sailing event, there was no CCTV at all around the harbour. So Weymouth is quite a big project,” he says.

“And the Olympic rowing – there was not a lot of CCTV there and we have had to put a lot of CCTV in that location, whereas football is being played at stadiums that are packed full of CCTV.”

He isn’t being paid and so apart from travel expenses, he won’t receive any remuneration for his work even after he retires from the police. He is, he jokes, just another one of the thousands of Olympic volunteers. “Most Olympic volunteers will be wearing high-vis fluorescent tabards and showing people the way,” he says, “I’ll actually be the SRO – senior responsible officer – for part of the CCTV project. It’s my bit for the Olympics.”

Surely he’ll at least get some free tickets? He laughs. “Doesn’t look to be a chance of that – half the country would volunteer if they thought they could get a ticket out of it.”

His second post-retirement activity will probably be writing up the ACPO research around the use of CCTV in murder investigations, as mentioned earlier in this article.

Apart from that, he’s not actively looking for anything. “If something comes along that enables me to still get involved and contribute, then I would welcome that, but at the moment I’m still the DCC of Cheshire.”

A video interview of Graeme Gerrard sharing his views on CCTV can be found at www.securitynewsdesk.com/?p=8549
Warding off trouble

Security in the modern NHS is a far cry from the night watchman with his torch and keys. You might think it just has to do with technology, but the attitudes and working practices of the security staff have also moved on, leading to a safer environment for patients, visitors and staff.

IT’S FRIDAY NIGHT and the Emergency Department at Leeds General Infirmary is busy. Waiting times are increasing and patients are becoming increasingly frustrated. Anxiety, combined with alcohol and drugs, causes tempers to flare up, leaving staff unexpectedly confronting a verbally abusive and violent person.

Frontline staff are trained in conflict resolution but fortunately they don’t have to deal with it on their own. The security department is just a phone call away and while one member of staff calls for help, other staff take appropriate steps to protect themselves and their patients.

As soon as the call is received in the control room, operators on duty instantly switch to images of the Department on the monitor display wall. Meanwhile, the alert goes out to security officers via the radio system that there is a potentially violent situation developing. All staff are instructed to stop what they are doing and assemble near the area.

The duty security inspector then enters the department and, in consultation with the ward staff, determines what course of action to take. Security staff are trained in advanced conflict resolution techniques by the hospital’s in-house training team, which includes everything from verbal strategies to hands-on restraint.

As Peter Foy, the security advisor for Leeds Teaching Hospitals NHS Trust says, hands-on restraint is strictly a last-resort option. In most cases, the violent patient can be verbally reassured, or “talked down”.

If that doesn’t work, the staff move in and restrain the person, taking care not to aggravate any injuries that caused them to come to the hospital in the first place.

Peter says they have to deal with all sorts of violent and abusive patients, from one-off incidents involving people who are drunk or on drugs to those who persistently abuse staff. Sometimes the situations are very challenging, as in the case of a body builder having a bad reaction to medication or suffering from mental health issues. “There have been occasions when the individual has been too strong for us and we have had to call the police to support us. But when we do call the police, they respond immediately which is great,” he says, an example of the working relationship they have built up with the police over the years.

Peter Foy is in charge of risk assessments across the Trust estate

Trust worthy

Leeds General Infirmary is part of the Leeds Teaching Hospitals NHS Trust. Including LGI, the Trust comprises five hospitals in and around Leeds. The other sites include Wharfedale Hospital, Chapel Allerton Hospital, Seacroft Hospital and St James’s Hospital.

St James’s is where the Trust’s state of the art security and facilities control room is located, and that’s where I met Peter Foy to learn more about the Trust’s approach to security.

Peter knows the Trust like the back of his hand, having worked here in security for 29 years. Starting as a security officer, he has climbed his way up to his current role as Trust security advisor, a position that reports through the Facilities Operation Directorate, ultimately to Craig Richardson – head of facilities (operational services).

Craig is proud of the security control room, one of the most sophis-
ticated in the country. “It gives us the capability to see and respond to an incident at lightning speed, as well as the backup of knowing cameras are recording what is happening in hundreds of locations. It has delivered proven results and is an added reassurance to staff and patients on top of our highly-visible security patrols.”

Police partnership
The Trust employs 66 security officers who provide 24 hour a day cover. In addition, West Yorkshire Police have assigned five PCSOs to the hospitals for which the Trust pays an amount equivalent to 30 per cent of their salary.

The PCSOs have been part of the security family for seven years and the Trust recently renewed its contract with West Yorkshire Police for another three years. In addition to the financial contribution, the Trust also provides the police with two dedicated offices adjacent to the Emergency Departments at both Leeds General Infirmary and St James’s Hospital.

“They’re like mini police stations because behind those doors are police computers,” he says. Police officers can access the offices with their warrant cards and the computers provide secure access to email and police files. It saves time for the police who don’t have to drive back to the police station to file reports. In addition to regular use by the PCSOs, the offices are also used by higher ranking officers including the superintendents when they visit the hospital.

Security in the modern NHS are a far cry from the night watchman patrolling with his torch and keys, and in light of his experience at Leeds, I ask Peter to explain how hospital security has changed over the years.

Apart from the obvious changes in technology, Peter says the biggest change is the number of regulatory bodies in the health service and how they drive security – bodies such as the National Health Service Litigation Authority (NHSLA) which handles negligence claims and works to improve risk management practices in the NHS, the NHS Security Management Service (NHS Protect) and the Care Quality Commission (CQC).

There are standards set by them for security in wards and departments and there are also standards in relation to violence and aggression. Every ward and department in the five Leeds hospitals has to complete a security risk assessment, including an evaluation of violence and aggression in the workplace, and submit it to Peter.

“It’s a lot of paperwork but it’s for the right reasons, it’s not just bureaucracy gone mad,” he says.

Peter’s job is to identify the shortcomings in security and recommend ways to improve it. “The security department doesn’t always have the money to fund the changes itself,” he says. “That has to be found by the departments themselves, either out of existing resources or from special budgets.

Remote control
One of the big changes at the hospital in recent times was the construction of the new Bexley Wing at St James’s Hospital in 2008. One of the largest cancer units in Europe, it was funded through a Private Finance Initiative (PFI).

The Trust took the opportunity to build a new control centre in the Bexley Wing as part of a £3.5 million security centralisation project. Not part of the PFI deal, it was funded entirely from the Trust’s budget.

The control room is the nerve centre of the security operation at the five hospitals. It brings together images, access control data and alarms from sites as far as 22 miles away, providing the security team with instant access to the latest information. From the control room, operators can despatch security staff, reset security devices and lock and unlock doors.

The graphical user interface, supplied by Cortech, gives staff a 3-dimensional view of the exterior and interior of each building. Corridors, doors and rooms are mapped out in detail as are the positions of cameras, access control readers and alarms. Within seconds of an alarm going off, security operators are able to pinpoint the location and call up relevant video and display them on one of five 84-inch Barco video cubes.

Five dedicated security equipment rooms have been built, one at each site, to house an array of Vigilant Technologies video recorders as well as the communications units for bringing IP signals back to the control room. In addition the equipment rooms provide further resilience to the security system as they support each other providing backup facilities should one equipment room fail.

Security makeover
During a visit to the control room, I was impressed not only by the technology on hand but also the knowledgeable and engaged security staff who were manning the centre.

A new member of staff was partnered with an experienced operator and together they were handling calls – including a potentially aggressive patient in the Emergency Department – all made easier by the array of

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Peter explains that the control centre has made a big difference to security operations. Prior to its construction, St James’s and LGI had two incompatible security systems and there was no CCTV coverage at the three peripheral sites.

During the planning for the new Bexley Wing, the Director of Estates at the time recognised the opportunity to revamp the security system and asked Peter what changes he would recommend. He replied that a centralised security system would be more efficient and effective than the previous arrangement.

The security desk now handles feeds from 1126 CCTV cameras, 1900 card access readers and nearly 400 intruder alarms from five sites.

“I also said that it didn’t have to concentrate just on security, we could also start taking fire alarms, blood fridge alarms, organ fridge alarms and so on and start to respond to these,” says Peter. “Even if we weren’t able to fix the fridges, we could at least contact people out of hours and tell them an alarm’s gone off in your department and you need to come in and deal with it.”

Today the control centre has become more of a facilities management hub and handles alarms from myriad systems around the hospital including fridges and medical gases. The control point for the porters has also been relocated and the dispatchers sit across the room from security, and there is potential to move other services into the room as well.

People power
Of course, maintaining security in an organisation that employs nearly 15,000 staff and sees thousands of visitors a year can’t be done with 66 security officers and five PCSOs alone.

It’s important to build up the culture of security within the organisation and to that end Peter has worked hard to convey the security message to the hospital staff. He works closely with the communications department in this respect, making him part security advisor, part PR specialist.

When the control room was opened, hospital staff were invited to open days. Doctors, nurses and ancillary staff were somewhat surprised by what they saw. “They were really impressed, but it’s amazing how many people turn off to what’s around them,” he says. “They come to their place of work and don’t realise they are being monitored.”

There are a few, he admits, who view the security system with a degree of suspicion, but he makes it clear to all staff that the system is not there to catch them out.

“We are not allowed to use the system against staff – we are only allowed to use it against criminal activity or where there’s a health and safety issue,” Peter says. “You will get the occasional manager saying, can you tell me what time so-and-so came in? Our system could tell you that he swiped his card at 20 minutes past 10 when he should have been on duty at eight, but we are not allowed to share that information – it’s not a Big Brother system, it’s not there for that reason.”

The risk of using the security system for non-criminal and non-health and safety purposes would be losing the support of staff and the credibility of the system, and without the system, providing security would be an altogether more difficult challenge.

On the beat
With talk of a staffing crisis in the NHS, I ask Peter if that’s having an impact on security. “All credit to our management who are well aware of the challenges and, while we can always do things different and maximise use of our resources, there are areas where you can’t cut back,” he says. “Fair enough, technology comes along and it will do a good job for you, but it still needs the support of troops on the ground.”

However, like the control room that is evolving into a multifunctional facilities hub, security staff must constantly look at making the service more efficient. “If for argument’s sake one of the wards needs some blood, that’s normally a porter’s job but if a security officer is stood idle, why can’t he collect the blood and take it to the ward? He’s still patrolling on his way.”

Like bobbies on the beat, security officers on patrol in the corridors of the hospital can help reassure patients and staff and deter crime.

Security patrols are managed with the help of a Deister Electronic DataLog system which records the time and date that a security officer visited particular locations in the hospital. Staff are set targets for the number of visits they need to make to various departments or floors, within a given timeframe, and then the results are measured by downloading and collating the data from the handheld DataLog scanners. “My boss will say to me, from time to time, I need to know where we’ve been and how many times we visited an area – can you give me a printout of the Deister readings?”

Based on that information and using information they gather from the security assessments, they may then decide to increase or decrease the frequency of patrols to match the risk level.

In addition to the technology outlined above, security officers wear bodycams, a small camera mounted on the shoulder of the officer to record incidents in real time. Two of the six bodycams have a feed directly back to the control room. Two incident response vehicles provide further security cover for the organisation – one to patrol the peripheral sites and the second for the Duty Inspector to respond to incidents as required.

In remission
If crime is the infection attacking the hospital infrastructure, then it would appear the security antibodies have it beaten into remission. For instance, car crime which used to be rife has been virtually eliminated.

Night-time security is much better with security able to lock down buildings and monitor alarms remotely. Over 1000 cameras in public areas (but not wards or treatment areas) coupled to 31-day recording gives them an invaluable tool for investigations of crime and health and safety incidents.

And the standards for security and safety have raised the bar for security in the NHS, with the result that patients and staff are safer than ever before. By no means complacent, Peter Foy is, nonetheless, very confident in his team, the technology that supports them and the Trust’s relationship with the West Yorkshire Police.

The result is an open, friendly hospital where people can concentrate on the business of being treated and getting better.
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One company that uses thermal imaging cameras from FLIR to secure its premises is the watchmaker, Fossil. It opted for FLIR thermal imaging cameras because they are intuitive and easy to understand and help provide the system that Fossil needed to protect its headquarters and stock.

FLIR thermal imaging cameras have proved to be a premium security solution for companies throughout the world. One company that utilizes thermal imaging cameras from FLIR to secure its premises is the well known watchmaker Fossil. To secure its European headquarters – located near Grabenstätt, Germany – Fossil opted for FLIR thermal imaging security cameras. “It delivers a first rate security solution,” explains Maximilian Wimmer, Project Manager of the new building.

“But perhaps even more importantly: thermal imaging cameras provide a solution that’s intuitive and easy to understand. You can immediately see what’s going on in a clear thermal image.”

“This building contains Fossil’s European administration and marketing departments but it also contains the biggest store of Fossil products worldwide. We needed a first class security system to make sure nothing is taken illegally or damaged by trespassers during the night. For that purpose we use FLIR thermal imaging security cameras,” explains Wimmer.

“One of the main reasons why we chose thermal imaging cameras from FLIR is the fact that we had good contacts with FLIR integrator Emtec Chieming and they advised us to go for the thermal solution,” continues Wimmer.

Cost-effective solution

“In fact, thermal imaging was the most cost effective option in this situation,” adds Helmut Schmid, director of Emtec Chieming. “A solution with other sensors such as window sensors would be very expensive, for this building simply has too many doors and windows. With just a handful of thermal imaging cameras we can cover the entire building and since thermal imaging cameras need no light whatsoever to produce crisp thermal images we do not need to install lighting.”

According to Schmid an added advantage over window sensors is the fact that, if thermal imaging cameras are combined with video analytics software, such a thermal security solution can detect intruders before any damage is done to the building.

The setup at Fossil is relatively straightforward, explains Schmid. “For the security of the Fossil headquarters we used FLIR SR-Series thermal imaging cameras. These cameras have a relatively simple interface with an analogue video out. Each camera is connected with a coax cable to a converter that converts the analogue signal into a digital signal that can be processed with the video analytics software, in this case Aimetis Symphony.”

The thermal imaging camera model that was chosen for the Fossil building security system is the FLIR SR-334. The thermal imaging cameras of this model contain an uncooled Vanadium Oxide (VOx) microbolometer detector that provides high contrast thermal images with a resolution of 320 x 240 pixels. The wide field of view provides excellent situational awareness and the extremely detailed high contrast thermal images allow easy and reliable intruder detection.

Automatic alarm

In the software the thermal images are compared to previously determined parameters and if certain conditions are met an alarm will go off. “The images will be sent to the control room in Munich and they can alert the local police if further action is required.”

Of course, apart from the right thermal imaging camera the right settings in the video analytics software are needed for this system to function properly. “You have to know which video analytics parameters are the right ones to use. We did some research into that subject and arrived at what we consider to be the perfect settings,” explains Schmid.

The added advantage of thermal imaging is the fact that they aren’t getting any unwanted alarms. “Before we installed thermal imaging cameras in the Fossil headquarters we first thoroughly tested the setup,” continues Schmid. “We tested the cameras in all kinds of weather conditions, like mist and rain, we did tests with dogs and with people wearing temperature insulating clothing and I can honestly say that with all those tests we had absolutely no unwanted alarms, without missing one single trespasser. And these findings were confirmed in the field. We have not yet had one single unwanted alarm from the FLIR thermal images installation at Fossil.”
UK-based CCTV manufacturer Redvision launched the X-SERIES™ external dome camera at IFSEC 2011. Featuring an ingenious, modular design, it is supplied ready-to-install as a dome but converts into a rugged ball PTZ camera, as Paul Hucker, company founder and managing director, explains.

From its inception, Redvision has had a clear vision of the security industry. Can you tell us why?
The team at Redvision has unprecedented security industry knowledge and experience. Although the company was established in 2008, most of us have worked in the CCTV industry for much longer. My own experience was as a former owner and director of Dennard. We understand CCTV products, where and how they are used, the technologies available to maximise performance and how domes should integrate within wider security systems.

Why is the X-SERIES™ so popular?
Many factors have contributed to the X-SERIES™ success, in my opinion. The X-SERIES™ looks good, making it popular with architects and specifiers. Demand is particularly high for public space applications, from town centres, utilities and universities through to ports, prisons and MoD sites, where it’s rugged “fit-for-purpose” design makes it particularly attractive. We even have our domes installed at the 2012 Olympic canoeing facility!
The X-SERIES™ modularity, with rugged ball PTZ or dome assembly options within the same kit, is popular. Mounting options include pedestal, swan, wall and pendant with the ball PTZ/dome simply positioned in an upright or inverted position to suit the mount. This gives installers application flexibility without a large stocking overhead.
The flat glass window in the X-SERIES™ enables us to add wiper versions to the range.

Why offer an IR version of the range?
The benefits to sites with no illumination are obvious. However, many applications have mixed light conditions needing a flexible solution – an issue that Redvision has addressed. Our IR products offer excellent low-light, colour video for the lighter areas of a scene and automatically switch to IR mode when monitoring darker areas, such as shop doorways, alleyways, side roads and shadow-creep zones.

How does an IR option reduce running costs?
The IR lighting option can eliminate the need for wasteful site lighting, reducing running costs and a site’s carbon footprint. The X-SERIES™ dome draws just 48 watts, so its running costs are similar to that of a small light bulb. By comparison, many site flood-lights are 1000W. Local authorities in particular look at total cost of ownership (TCO), where a product’s capital and operational costs are considered in the purchasing decision. The X-SERIES™ is a high-performance product range, so will never be cheap, but because running costs are so low, we win projects on TCO. Indeed, the return on investment of using the X-SERIES™ for some applications can be just a few months, based on power savings alone!

How has customer feedback influenced product developments at Redvision?
A good example for the X-SERIES™ is the changeover point from colour mode to IR, as light levels drop. Although this can be automatic, we can enable the changeover point to be assigned to a pre-set position or a PTZ position on a tour. We also have day-time colour, low-light colour and IR options – all of which can have their settings optimised for each scene, maximising image quality.
This feature was developed for Bournemouth town centre. At night, sea-front mounted cameras view a pitch-black beach in one direction and comparatively well-lit streets in the other. The ball PTZ/dome produces high quality colour images at night by locking the dome into colour mode for the street scenes and then switching to IR as it pans to the beach. Customer feedback has been essential to this development. We would not have identified the need or benefits of this feature without operator input and ultimately the improvements would not have been made.

Where can new customers buy the X-SERIES™?
We sell the X-SERIES™ through specialist security distributors Norbain and Provision, in the UK. The domes are also available in Europe and the Middle East through a network of channel partners.

Despite selling through distribution, we still support our products directly. This builds distributor and installer confidence. We are involved in specifying systems using the X-SERIES™ and provide advice on set up, operation and commissioning. We have a comprehensive, 48-hour returns policy, including an advanced replacement service for products less than 12 months old. Installers benefit because they are assured of an operational CCTV system at all times. Distributors benefit from our manufacturer-level technical support. Redvision benefits because we not only maintain our high-quality reputation, but also have an invaluable feedback loop which we use to inform and influence our new product development and functionality.

Does Redvision use the latest dome technology?
Product performance is critical. The X-SERIES™ incorporates the latest high performance cameras, such as Sony’s Super Lo-Lux, day/night cameras with 18x and 28x optical zoom options. The X-Series night-vision dome has infra-red lights for up to 100m of night-time viewing. Operating temperatures range from -35°C to +50°C and we have 100 pre-sets, 8 tours, 24 privacy zones, multiple alarm options and 360° continuous rotation.

What can we expect from you in the future?
We are developing thermal and HD versions of our domes. The flat glass, window design lends itself to glass alternatives, such as germanium for high temperatures range from -35° to +50°C and we have 100 pre-sets, 8 tours, 24 privacy zones, multiple alarm options and 360° continuous rotation.

What can we expect from you in the future?
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Bridging the gap in Bridgend

Bridgend County Borough Council’s control room has recently benefited from a comprehensive upgrade, at the heart of which is the latest V-TAS Pro Integrated Security Application Platform from icomply, Vigilant digital recording and the Maxpro Max 1000 solution from Honeywell.

WITH THE AIM of bringing the control room’s facilities and digital recording solution up to date, Bridgend County Borough Council put a project out to tender that would see the creation of a hybrid analogue-IP control and recording system. Won by integration specialists CDS, it installed Vigilant NVR/DVR recording technology and utilised the control room’s existing MAXPRO MAX 1000 solution.

Already utilising icomply’s V-TAS back office system prior to the control room’s refurbishment and following a demonstration of the powerful icomply technology, an upgrade to the company’s V-TAS Pro command and control management system was seen as a natural development by the Bridgend team.

Employing this approach enabled Bridgend County Borough Council to make use of existing analogue technology alongside the ability to progress towards the use of emerging IP and megapixel technology in the future. The existing 144 analogue camera feeds are now digitised on entry to the control room, enabling icomply integration and full management by the V-TAS Pro system.

“We have worked with Bridgend County Borough Council for over 15 years, providing the control room with a number of evolutions over that period,” explains Andy Williams, operations director of CDS. “This latest revision presented the challenge of providing seamless control, reporting and recording of a large analogue camera network through one intuitive digital interface. We were confident from our previous experience of icomply technology that the latest version of VTAS Pro could fulfil this role.”

Control room upgrade

“We originally purchased the icomply V-TAS back office and reporting system in 2004 and instantly experienced its benefits across the whole of our administration operations,” says Jayne Thomas, customer and community support manager at Bridgend. “At the time, we were reliant on a paper-based service and logbooks that proved very labour intensive to manage. The introduction of the VTAS back office system saw our control room administration function become streamlined and far more effective.

“When the time came to upgrade our command and control system, icomply’s VTAS Pro was a natural choice. We wanted to build on the investment we had already made with the VTAS back office, whilst adding functionality, a comprehensive audit trail and easy-to-use, high-performance control.

“Once the system’s capabilities had been demonstrated to us, we were in no doubt that V-TAS Pro was the building block on which to base the functionality of our upgraded control room.”

With Bridgend control room’s camera images being supplied from varied and diverse areas, operators deal with a wide range of incidents. Covering the town centres of Bridgend, Maesteg, Caerau, Pencoed, Porthcawl, several housing estates and council car parks, the CCTV surveillance requirement changes throughout the day.

Using V-TAS Pro’s powerful reporting and control facility, vital statistics can be acquired for each camera or network of cameras at the touch of a button. This advanced functionality permits the council to refine its operating and surveillance practices, to ensure the appropriate level of resources can be deployed to the correct area, at the right time.

“This year, we have seen almost 700 incidents across our surveillance network,” explains Jayne. “They range from murders, serious incidents, public orders, assaults and shoplifting, to lost children on a busy summer’s day in the coastal town of Porthcawl. The combination of powerful command and control and high-resolution CCTV cameras gives us a great advantage in these situations. We can search a huge area at the touch of a button, directing police officers to any incident via our police Airwave radio link in the control room.

“During the course of the day, as we transcend from day to night-time economy, we typically see incidents concentrated in town centres and the nightlife scene. These require a different response from our CCSU (Customer and Community Support Unit) operating team, that often sees them communicating directly with police officers on the ground, attending an incident and identifying persons involved through video footage recorded just moments earlier.

“This could see lesser surveillance systems fail to deliver, however the V-TAS Pro platform can provide recorded images immediately – identifying the time the incident took place and replaying it instantly. All this means, that individuals involved can be quickly identified and apprehended, equipping police officers at a scene with all the information they require to bring the incident to a successful close.”

Direct police contact

Jayne continues: “During any large scale operation or event, our CCSU operators can send live images directly to the police control room. This feature means we can inform the controllers, and send them live footage. This has proved a real asset in the effective deployment of police resources at such events, ensuring maximum protection for the public and infrastructure at all times.

“We have dealt with over 100 shoplifting incidents in Bridgend alone over the past 11 months and our icomply V-TAS pro equipped control room gives not only a watertight audit trail for any subsequent prosecution of offenders, but also provides extremely effective control during those incidents,” she explains.

If an incident is captured and requires police attention or investigation, officers can use a dedicated playback suite to view the footage before it is burnt to transportable media. All activity including operator viewings is recorded on the V-TAS Pro system, to ensure a watertight audit and evidential trail. “With such an effective search facility, police officers can contact the control room to check if we have any potential footage to look at before they make the trip to us,” explains Jayne. “This means that they only need to come to the control room if we have confirmed that our cameras have captured footage of the incident they are interested in.”

Jayne adds, “The information presented is provided in clear, concise, and easy to understand reports with graphical presentations. This has proven invaluable at providing reports to Councillors for various committees, whilst the graphical nature provides an easier understanding of the areas covered by CCTV.”
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Developing a good specification: advice from buyers and sellers

Prof. Martin Gill discusses the implications of his research

IN THE last issue of CCTV Image I wrote about research I have undertaken with colleagues on buying and selling security and I focussed on the dos and don'ts of the site visit.

The research was undertaken as part of the Security Research Initiative, and involved interviews with 50 people involved in the buying and selling of security, including CCTV, and resulted in the development of a toolkit.

For more details about the toolkit, and the guidance it provides, all free of charge, please access it at: www.perpetuityresearch.com/procuresecuritytoolkit.html

In this short article I want to focus on the specification, and report some of the ideas and principles that both buyers and sellers said leads to a better tender process and a better product. The important point to emphasise is that these ideas were generated from those involved in the day to day practice of buying and selling security.

The first thing to consider is how the product or service being specified fits in with your overall security strategy. It is of course a sad reality that many organisations do not have a strategy, and so therefore nothing to guide the day to day operation of security. The development of a good security strategy should always be a priority.

However, the crucial questions to address are, how do the requirements of your specification meet the objectives of your security strategy, the needs of the key stakeholders, and the overall objectives of your organisation? The details of the specification need to take account of this context. One experienced security sales manager noted, “This is the single most important information that the customer could provide.”

It is a statement of the obvious perhaps, that the specification has to meet regulatory and legal requirements. Sometimes there are sector specific requirements and being clear what these are and what standards suppliers need to have attained and/or meet is crucial.

One supplier noted the importance of horizon scanning, that is taking account of changes that will or might happen and build these into your thinking when developing the specification. This may affect the scope of the specification, always an area that merits special thought, and ensuring that the skills sets you require are clearly articulated.

Understanding fully the competencies or standards that suppliers will need to meet and specifying the exact requirements are crucial, but according to some we spoke to, are often not thought through. It is worth highlighting that some smaller suppliers we spoke to said that they were disadvantaged from bidding on some contracts because of a lack of some accreditations despite what they claimed was a good track record of high performance and the ability to demonstrate that they could do the work (including in some cases excellent site references).

There is often a place for Service Level Agreements (SLAs), or Key Performance Indicators (KPIs) but these need to be fit for purpose and up-to-date with your requirements – some suppliers said that these often lack detail.

I would like to emphasise the importance of scope and be clear about what areas need to be covered, different buildings in different locales may have different requirements and these will need to be considered. And if the coverage is in different parts of the country it begs the question as to whether you would prefer one company to cover all the work or different companies, or are you open to persuasion?

As readers of the magazine will know, security rarely operates in isolation from other technology and people, and there is always an environmental context that needs to be taken into account. CCTV cameras may need minimum light levels to operate at night. An access control system may need a manned guarding response.

Others considerations might include:

• Does your specification require a maintenance agreement on any equipment purchased?
• Are there company requirements that you will need contractors to be aware of? Perhaps you have a policy on energy consumption that contractors need to know about?
• Are there any constraints on your requirements that a supplier will need to be aware of, such as a limited amount of space for some equipment or some practical consideration because of the nature or layout of the site?

You will need to decide whether you provide a budget. According to our interviewees mostly this does not happen. Some suppliers felt that it would be a good plan to provide them with your maximum budget and ask them to deliver a cost effective solution with that sum in mind. Although, as one retail manager for business protection argued, “They didn’t know our budget, that’s like showing your hand at poker.”

• A crucial aspect for suppliers is having good information. This was underlined continually during interviews as a key issue. Remember that suppliers may well be experts at security but not your organisation and what it needs:

The quality and type of information provided by a company varies enormously. Some provide you with good background information about the company, how security fits in, what the objectives are, what the issues have been etc but most do not. A common response from a customer when you ask questions about what the security requirements are is, “You are the expert, you tell me.” Actually, we are security experts, but we are never experts on the customer’s own organisation. This is a major frustration.

• Be careful to ensure suppliers get the information they need. It was noted in interviews for example that often TUPE information is incorrect: incumbent suppliers may delay providing all details to make it difficult for other bidders. In a manned guarding contract where most of the costs are people related this can be crucial. Others noted that they rarely received information about historical incidents, issues, problems which also caused problems later when they utilise the bid they have developed needs to be adjusted sometimes with cost implications. Sometimes the technical specifications are not clearly defined.

This short discussion is not intended to be a holistic set of considerations, there is not the space for that. Other key issues that merit thinking about include a scoring matrix, suppliers said they liked to know how they will be assessed which also indicates your priorities. And they felt clarity was needed on how open you are to ideas on innovation in how they respond. What everyone agreed was that time spent developing a good specification was crucial in finishing with a system or service that worked.

• Professor Martin Gill is Director of Perpetuity Group and co-owner with Mike O’Neill of Optimal Risk, a security consultancy company. Martin can be contacted on m.gill@perpetuitygroup.com.

“It is of course a sad reality that many organisations do not have a strategy, and so therefore nothing to guide the day to day operation of security”
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FROM NOW to 2016 the government wants BIM to be phased in with all public projects. Gimme a “yo!” if you are one of those who know it stands for Building Information Modelling. (Tumbleweeds rolling silently…)

Ok. Construction, architect and their consultant folk have already been rolling out BIM at an increasing pace for a few years, so join me now for a quick and painless introduction to something you’ll see in new projects.

Hollywood heist movies for 30 years have relied on the hero-team’s geek using a computerized model to guide them through every aircon duct of their victim’s building.

This was eye-candy fantasy, but, no longer. A major feature that comes with your Building Information Model is fully detailed, 3D CAD (computer aided design) of every nook and cranny, created from day one. (Don’t worry: the construction design team CAD people wield the mouse for that bit.)

Why start going to such lengths? Simple. This single, central, CAD model will do much, much more than simply serve up pretty pictures. Its purpose is to be the complete database of materials and equipment, plus all the product data and maintenance information. Now you have at your fingertips the mother lode for your project. But, all this information is only any good if you can put it to good use. So, how do we do that? More importantly, what are its benefits?

Firstly, in possessing this completely detailed model when construction begins, there are so many common project nightmares that will be better avoided. For instance:

- Appearance and aesthetics will be no mystery. Planning applications are better documented, so more likely successful.
- Project costs are detailed, so more reliable. Contractors then add less padding for unknowns so tender prices can be lower.
- Construction is quicker because the model allows very detailed planning of the building process, so less slack has to be added.
- Design in 3D avoids physical clashes before they become an urgent problem on site causing unforeseen expense.
- As-built details are kept up to date as the project progresses, so these vital records are not relegated to a rushed afterthought.
- Maintenance details for properly running the finished project are held in BIM which provides a good asset register too.

As of writing, it’s not all public projects, but if you’re involved in one tipping the scales at £5 million+ then BIM is heading your way. Expect that threshold to drop. The private sector has chosen to benefit from BIM for the reasons above. Heathrow’s Terminal 5 was an early world-class example. Now they’re large and small. Those of you who recall my long-standing campaign to get CCTV and security designs done in 3D will appreciate the excitement that comes with this government policy. With your project being fully modelled already, adding your CCTV cameras to it and experimenting with their fields-of-view is an obvious thing to do. What about your perimeter protection, hostile vehicle countermeasures, entrances, foyer areas? How many of us have complained, “architects never take security into account when they’re designing stuff”? Now we can address that common oversight.

BIM software sees Revit, ArchiCAD, Microstation, all competing. If their steep learning curves are not your thing, simply make sure your needs are heard by the right people who are making your project happen. They’ll be pleased you know what BIM is.

**Words ©Simon Lambert 2012. All rights reserved.**

Simon Lambert is a member of the Association of Security Consultants and author of ‘The Independent CCTV Consultant’ blog at www.lambert-associates.co.uk/wordpress. Scan the barcode with your smartphone...
Axis Communications' Northern Europe team set for further growth

Axis Communications, the global leader in the network video market has today announced four new appointments as it experiences continued growth in the IP surveillance market. The four new appointments to the Northern European team include a regional distribution manager based at their new regional headquarters in the UK, two new key account managers based in Finland and Stockholm and a sales engineer based in the North of the UK.

James Smith (pictured) joins the team as regional distribution manager following ten years experience with Norbain. Prior to joining Axis, James was head of marketing at Samsung Techniwon Europe, responsible for its portfolio of security products. James also brings with him experience as general manager of Forward Vision, a global camera manufacturer acquired by Bosch.

Ian James has been appointed as UK sales engineer with a primary focus on the north of the UK. Ian brings with him a wealth of experience from a range of technical sales roles he has held at Dedicated Micros and will be driving the conversion of analogue to IP surveillance systems.

Patrick Westerlund and Jimmy Ek join Axis as key account managers based in Finland and Stockholm respectively and were appointed to add local presence in two of Axis’ key locations in the market.

Commenting on the expansion of his team Phil Doyle, regional director, Northern Europe, Axis Communications said: “With analysts forecasting significant growth in the adoption of IP-based surveillance solutions it is essential that we continue to recruit people with the right skills and experience to help drive forward the continued convergence of CCTV systems to IP in our region.

“On the back of an extremely successful 2011 and a promising start to this year, these new appointments will help us build on last year’s success and enable us to fully meet the growing customer demand for Axis network cameras.”

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Optex demonstrates high performance perimeter protection at Counter Terror Expo

Optex, the leading detector manufacturer, will be showcasing its high-end security intrusion detection and perimeter protection capabilities, including its Fiber SenSys® fibre-optic fence-detector systems, at the Counter Terror Expo between 25th and 26th April at Olympia in London. In critical infrastructure, government facilities, border sites and military installations that require the very highest levels of security, product performance and reliability are key, as is a ‘strategic’ approach to perimeter protection. To this end, Optex will demonstrate its multi-layered approach to security, with products that protect both the outer and inner perimeters of a site, whether that perimeter is a physical line such as a fence or wall, or a ‘virtual’ line to secure a specific area. The earlier that security personnel are alerted to a threat, the better they are able to respond and the better the outcome.

Tel. +44(0)1245-631000 • www.optex-europe.com • Counter Terror Expo stand 090

No obstacles to intercom with Command Wireless

Command UK, the integrated Intercom solutions provider, has launched a new Wireless version of its proven Intercom technology to bring a new level of flexibility to security installers and end-users alike. The Wireless technology overcomes obstacles such as paved surfaces, or restrictions often encountered within challenging environments, without the need for hard-wired data cabling. Greg Gregoriou, Managing Director of Command UK, believes that Help Points and Emergency Call stations can now be placed where people truly need them, and not limited by cabling constraints. “We can help to save money on projects that normally require costly civil works.” It operates on standard Digital Enhanced Cordless Telecommunications (DECT) technology, which was designed specifically for the purpose of secure wireless speech communication. The range is 50 metres inside and 300 metres outdoors, or up to several kilometres with directional antenna.

Tel. +44(0)1279-872020 • www.command.co.uk

ClearView ANPR client wins IT Industry Award

ClearView Communications’ client, LondonWaste Ltd, won the prestigious Small Business Project of the Year at the recent 2011 BCS & Computing UK IT Industry Awards ceremony. The award was given for LondonWaste’s work with ClearView on Automatic Number Plate Recognition (ANPR) to control vehicle movements at Ecopark in North London. ClearView installed an integrated CCTV package including ANPR, extending coverage to the entire site. New cameras by the weighbridges allow the CCTV operators to control trucks throughout the site. Said Mark Beattie LondonWaste’s Chief Information Officer “The system that ClearView installed has proved cost-effective and highly efficient.” The new system has improved security, reduced disputes and invoicing errors plus reduced theft and illegal dumping.

LondonWaste’s largest client has system access and can add truck numbers themselves, saving staff time for both companies. LondonWaste controls all the CCTV cameras, with real-time review and playback of data and footage.

Tel. +44(0)11245-214104 • www.clearview-communications.com

Cyclopes Pro long reach wireless video security camera

The Cyclopes Pro long reach wireless video security camera is now available for only £547 inc VAT and UK delivery. The Cyclopes Pro has an eight-metre telescopic composite pole to safely view security risks from a distance including, but not limited to, the back of containers, underneath cars and through first and second storey windows. The wireless camera has integrated LED lighting and comes with a handheld DVR with an LED screen. It comes in a hard-wearing aluminium carrying case and can be set up in under three minutes. The camera comes with a protective case and forearm strap to keep your hands free. Built-in lithium batteries on both camera and DVR mean easy recharging; there is also a built-in microphone. A stand is also available to hold the telescopic pole. Savings can be made when buying two and three set bundles and trade reseller enquiries are welcome.

Tel. +44(0)1522 837208 • www.cyclopes.co.uk

Winsted equips major energy supplier’s national monitoring centre

Control room furniture manufacturer Winsted EMEA has supplied “futurefit” fittings for Scottish & Southern Energy. Winsted was selected to design, manufacture and install the consoles at SSE’s Equipment Performance Centre in West Yorkshire, which looks after power generating operations around Britain. SSE is the second largest supplier of electricity and natural gas and the largest generator of renewable energy. New monitoring arrangements will enable the Centre to provide a 24-hour service, utilising the benefits of its ergonomically designed furniture. Winsted won a competitive tender for this project, supplying its Prestige Insight console, which has an overall depth of 32 inches to save space and maximise functionality. Winsted provided a 15-degree curve for this custom-made console, also designed to meet the operational space restrictions.

Tel. +44(0)11905 770276 • www.winsted.com

Elmdene launches low-profile switch mode additions to Vision CCTV power range

Innovative electronic security and fire products manufacturer Elmdene International Limited - a subsidiary of Potter Signal LLC – has launched four new 12V low-profile, lookable PSUs (Power Supply Units) to further expand its top selling Vision CCTV range. Featuring the very latest high efficiency switch mode technology, the Vision units reflect the increased demand for this power option across all types of CCTV applications, with the latest figures from Elmdene showing the customer conversion rate, from more traditional linear models, standing at an impressive 75 per cent. The newest Vision units can be purchased as 4A versions, with a choice of 4 or 8 output circuits, or 8A models comprising either 8 or 16 output circuits. A practical outcome of this approach is that each powered output is individually fused, meaning protection can be tied-in to each circuit, easing servicing and, crucially, ensuring that when a fuse blows the integrity of the rest of the system is maintained.

Tel. +44(0)1203 9267 6638 www.elmdene.co.uk
Directory of member companies

Companies listed are members of the CCTV User Group. Membership indicates a company subscribes to the ideals of the CCTV User Group, and are committed to upholding the highest standards.

802 Global
Tel. +44(0)118 940 7240
Fax +44(0)118 981 1214
Email: sales@802global.com
Web: www.802global.com
802 Global are wireless products specialists delivering a full range of wireless CCTV solutions including backhaul links, re-deployable cameras and networked storage and control room systems. Working with CCTV integrators, we have an enviable track record of delivering wireless IP CCTV solutions resulting in significant cost and efficiency savings for public and private sector organisations.

Altron Communications Equipment Ltd
Tel. 01269 831 431
Fax 01269 854 348
E-mail: comm@altron.co.uk
Web: www.altron.co.uk
Altron is the leading manufacturer of Poles, Towers, Columns and Brackety for the CCTV industry. Backed by the very latest technology in design and manufacturing facilities Altron are ideally placed to meet all your camera mounting requirements.

Barco Control Rooms
Tel. +32 56 262009 Fax: +32 56 36 8251
Email: sales.controlrooms@barco.com
Web: www.barcontrolrooms.com
Barco is the leading expert in control room visual solutions for surveillance, traffic control, process control, command and control, broadcasting, utilities and telecom. Solutions consist of high-quality displays, graphic controllers and operating software. Integration with new or existing systems, both with analogue and IP video sources. All supported by Barco’s first-class service and support.

Bosch Security Systems
Tel. +44(0)1895 878 088
Fax +44(0)1895 878 089
Web: www.boschsecurity.co.uk
Email: uk.securitysystems@bosch.com
Bosch Security Systems offers a complete line of CCTV products including video cameras, autodomes, monitors, digital recorders and IP video systems.

Broadland Guarding Services
Tel. +44(0)1603 484 884
Fax: +44(0)1603 484 969
Email: info@broadlandguards.com
CCTV CONTROL ROOM MANAGEMENT. Broadland Guarding Services are a long established provider of CCTV Control Room Management and Monitoring Services carried out by vetted, trained, licensed and uniformed Personnel.

Chroma Vision Ltd
Tel: 01892-832112 Fax: 01892-836651
Email: sales@chroma-vision.co.uk
Web: www.chroma-vision.co.uk
Chroma Vision Ltd provides design, installation and support packages upon all CCTV and control systems, using in-house labour. Our unique approach to Account Management allows us to provide a high level service without the high price tag.

COE Group Plc
Tel. 0113 230 8801 Fax 0113 279 9229
E-mail: sales@coe.co.uk Web: www.coe.co.uk
COE is an industry leader in video surveillance, transmission and management, offering a comprehensive range of products and design services to suit projects of any scope; from small-scale systems, to 10,000+ camera networks. Featuring the highest quality fibre optic transmission range, video servers, industry leading video analysis software and management solutions, COE equipment is featured at some of the most high-profile, complex and security conscious sites in the world.

Cognetix Limited
Tel. +44(0)8707-442994 Fax +44(0)8707-442995
Email: info@cognetix.co.uk Web: www.cognetix.co.uk
A hands-on technical consultancy specialising in traffic enforcement and community safety systems. Cognetix offers a holistic approach including initial assessment, system design and specification, procurement (EU), Prince2 project management including business process management, contract administration and managed maintenance. Active in the CCTV User Group, Cognetix are informed of the latest developments and have an in-depth understanding of legislation.

CCTV operator training.

Dallmeier electronic UK
Tel. +44(0)117-303 9303 Fax: +44(0)117-303 9302
Web: www.dallmeier-electronic.com
Dallmeier is a leading developer and manufacturer of digital CCTV solutions with a complete offering that includes IP and analogue domes and cameras, digital video recorders and streamers, system management software, ANPR solutions and advanced image analysis systems. Dallmeier is highly regarded for its dedication to innovation, quality and customer service.
DataCom Interactive Ltd
Tel. +44(0)1325-243823
Fax +44(0)1325-359333
Web: www.datacominteractive.co.uk
Email: info@datacominteractive.co.uk
We provide Security Industry Authority licence to practice training for CCTV operators and security guards plus other accredited courses. Visit our website or call us for details.

Dedicated Micros Ltd
Tel. +44(0)845 600 9500  Web: www.dedicatedmicros.com
Fax +44(0)845 600 9504  Email: customerservices@dedicatedmicros.co.uk
Dedicated Micros – part of the AD Group – with four decades experience in the CCTV business, is the world’s leading manufacturer of CCTV solutions for security applications from megapixel IP cameras to high performance, high definition recording, transmission and decoding systems.

DSSL Group
Tel. +44(0)1268-590787  Web: www.dssl.co.uk
Tel. +44(0)845 600 9500  Web: www.dedicatedmicros.co
Fax. +44(0)845 600 9504  Email: customerservices@dedicatedmicros.co.uk
Dedicated Micros – part of the AD Group – with four decades experience in the CCTV business, is the world’s leading manufacturer of CCTV solutions for security applications from megapixel IP cameras to high performance, high definition recording, transmission and decoding systems.

ESSA Technology
Tel. 01752 840894
Fax 01752 840780
Web: www.essa.co.uk
Email: sales@essa.co.uk
Essa is a leading supplier of touchscreen computer control and ANPR systems. We provide in-house software development specializing in high level integration projects for CCTV and ANPR systems.

Genetec
Tel. +33 (0)4 69 59 00
Email: info@genetec.com
Web: www.genetec.com
Genetec is a pioneer in the physical security and public safety industry and a global provider of world-class class IP license plate recognition (LPR), video surveillance and access control solutions. With sales offices and partnerships around the world, Genetec caters to markets such as transportation, education, retail, gaming, government and more.

Global MSC Security
Tel. +44 (0)117 932 3394
Fax +44 (0)117 932 8911
Email: derekmi@globalmsc.net  www.globalmsc.net
Independent, multi-disciplined security and CCTV consultants delivering best value solutions. From conducting performance audits of cost/benefit of existing systems or costed feasibility studies of potential schemes, through to the expertise in the design, specification and project management of CCTV, access control, transmission and the seamless integration of such systems in all environments.

Gresham Wood Technical Furniture & Design
Tel. 01279 813132
Fax 01279 814627
Email: sales@greshamwood.com
Web: www.greshamwood.com
Gresham Wood have over 30 years experience designing, manufacturing and installing CCTV security control rooms. We provide a free initial on-site survey for your project. This is then backed up by a full 2-D / 3-D design presentation detailing the control room layout inclusive of all ergonomic, H & S and DDA requirements.

Guide Security Services Ltd
Tel. +44 (0)845 058 0011
Fax +44 (0)845 058 0018
Email: info@guidesecurity.co.uk
Web: www.guidesecurity.co.uk
Founded in 1996 on the principles of service excellence, Guide Security Services Ltd (GSS) are a leading integrated security and remote CCTV monitoring solutions provider. Using an amalgam of IT and security technologies, GSS specialise in the design, installation, maintenance and monitoring of hybrid and IP based security and video surveillance solutions within a range of end user market sectors.

i-Comply
Tel. +44(0)113-231 1100
Fax +44(0)113-350 4595
Web: www.i-comply.co.uk
Email: info@i-comply.co.uk
i-COMPLY are software developers and technology integrators who have been working within the security and public space CCTV industry for over 14 years. We focus on using a consultative approach to solution development, to enable customers to maximise the benefits and extend the life of their security & CCTV systems.

Instrom Ltd
Tel: +44 (0)1908 210288
Fax: +44 (0)1908 210277
E-mail: enquiries@instrom.com
Web: www.instrom.com
Instrom are independent security consultants providing professional, impartial security advice and consultancy services. Instrom works with a wide range of organisations to help protect their people, property and profits. Core services include: • Risk assessments and security audits • Security system design • Project management • Documentation of systems and procedures.

Intech Furniture
Tel. +44(0)161-477 1919
Fax +44(0)161-480 7447
Email: info@intechfurniture.com
Web: www.intechfurniture.com
Established in 1978, Intech specialise in the design, manufacture and installation of control room furniture. Intech can also completely transform control centres by offering a full fit-out package. With a bespoke design service, focusing on quality and customer service, Intech is the smarter solution for your control room.

Intrepid Security Solutions
Tel. +44 (0)20 8893 9922
Fax +44 (0)20 8893 9930
www.intrepidsecurity.com
info@intrepidsecurity.com
Intrepid Security supplies, installs and maintains integrated CCTV, Access Control and EAS solutions. Offering a nationwide service, Intrepid Security is an approved installer of the Sentry SmartTrack mobile robotic surveillance system and is the exclusive distributor of SentryPoint, a hands free RFID based man guarding performance monitoring system.
### Products & Services Directory

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<td>Lambert &amp; Associates</td>
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**CONVERGENT TECHNOLOGY SOLUTIONS**

**Raytec**

RAYTEC are leaders in CCTV lighting technologies and provide a complete range of Infra-Red and Hybrid-Illuminators for CCTV professionals. Technologies include RAYMAX Infra-Red and RAYLUX White-Light LED products plus specialist lighting products including Voyager 2 advanced number plate capture cameras.

**Remploy**

Remploy CCTV provides outsourced management and staffing contracts for CCTV control rooms and Alarm Receiving Centres across the UK. Our mission is to provide outstanding customer satisfaction and value for money with an added social contribution.

**Services:** Control Room Management / CCTV Operator Training (BTEC level 2)/Interim staff.
Winsted Ltd
Tel: +44(0)1905-770276
Fax: +44(0)1905-779791
Email: info@winsted.com
Web: www.winsted.com

Winsted is the worldwide leader in technical furniture systems, a pioneer in control room furniture design and development. Winsted’s comprehensive range of ergonomic consoles and monitor walls combine seamlessly to deliver modular solutions for the demands of any control room operation. From a single workstation to a complete control room, Winsted can provide the ideal solution.

Stryker Communications Ltd
Tel: 08707-705811
Email: info@stryker.com
Web: www.stryker.uk.com

Stryker design and supply wireless solutions and specialised equipment for security and surveillance operations. IRIS (Intelligent Remote Information System) is a range of purpose-designed wireless surveillance equipment configurable to operate on analogue, COFDM digital, WiFi, wireless IP and 3G/GPRS wireless communications. The range includes solutions for infrastructure-based, re-deployable and unattended CCTV surveillance operations.

Synetics Security Networks
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Email: sales@synx.com
Web: www.synx.com

Synectics is one of the leading manufacturers of analogue & digital CCTV control, network integration, and digital recording solutions. The product range includes: Award-winning SynergyPro control software, Virtual Matrix System, e100/e100i H.264 video encoders with optional video analytics, d100 decoder, eDVR and Award-winning SynergyPro control software, Virtual Matrix System, e100/e100i back •

Thinking Space Systems
Tel: +44 (0)11794 516633
Email: info@thinking-space.com
Web: www.thinking-space.com

Thinking Space manufactures high-quality, bespoke, technical furniture for control room environments. Specialising in modernising control room spaces, Thinking Space offers full fit out works for refurbishments, relocations and new builds, complete with project management. All on site design consultancy and proposal drawings are available free of charge.

Wireless CCTV
Tel: +44 (0)1794 516633
Fax: +44(0)1254-873637
Email: all@wec.uk.net
Web: www.wec.co.uk

Wireless CCTV Ltd is an international, market-leading innovator in overt, covert and body-worn mobile surveillance solutions, and has been presented with a Queen’s Award for Enterprise: Innovation 2009. The company’s client base incorporates 350 UK Local Authorities, over 35 UK Police forces, the Highways Agency and leading construction industry companies.

WEC
Tel: +44(0)1254-700200
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WEC Camera Mounting Solutions are experts in the design, production and manufacture of CCTV mounting structures: towers, columns, poles, cabinets, brackets and accessories. We offer a bespoke service to help customers overcome difficult mounting situations. Coupled with a highly skilled engineering background and using the latest in fabrication and assembly technology, we’re the number one, unrivalled market leader in the CCTV camera systems industry.

Winsted Ltd
Tel: +44(0)1905-770276
Fax: +44(0)1905-779791
Email: info@winsted.com
Web: www.winsted.com

Winsted is the worldwide leader in technical furniture systems, a pioneer in control room furniture design and development. Winsted’s comprehensive range of ergonomic consoles and monitor walls combine seamlessly to deliver modular solutions for the demands of any control room operation. From a single workstation to a complete control room, Winsted can provide the ideal solution.

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Wavesight
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www.panasonic.co.uk/cctv

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Network-ready thermal imaging cameras for security applications

Thermal imaging cameras create a virtual security fence. Nuclear plants, petrochemical installations, warehouses, ports and airports, they are all vulnerable to theft or even worse terrorist attacks, and can be protected by thermal imaging cameras. Thermal imagers can detect potential threats for assets and personnel in total darkness, in all weather conditions. You can spot intruders, without being seen yourself.

FLIR Systems offers a full range of thermal imaging cameras for industrial security and surveillance applications. Whatever your needs, FLIR Systems offers you the perfect solution.

Some of our cameras are fixed mount, others are integrated on a robust Pan/Tilt mechanism to further increase situational awareness. Multi-Sensor systems combining a thermal imaging camera and a daylight/low light camera are also available.

FLIR offers a wide variety of choice with regard to lenses and image resolution. Cameras can be installed either in an analog or TCP/IP network.

For more information about thermal imaging cameras, please contact:

FLIR Commercial Systems B.V.
Charles Petitweg 21
4647 NW Breda
Netherlands

Phone: +31 (0) 76 79 41 94
Fax: +31 (0) 76 79 41 99

E-mail: flir@flir.com
www.flir.com

www.flir.com