

# NSI Technical Bulletin 0012

Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation



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**Dated: 15<sup>th</sup> February 2010**

**To:**

- 1. All NSI Guarding Gold and Silver Companies who are approved for CCTV - Management and Operation.**
- 2. Applicant Companies who wish to gain approval for the above scope (see appendix 1 for the detailed certification options).**

## **TECHNICAL BULLETIN No. 0012**

**Guidance and clarification of NSI requirements for the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation  
(Supersedes BS 7958:2005)**

BS 7958:2009 shows a publication date of the 30<sup>th</sup> September 2009 and is now available through licensed outlets including NSI who can supply copies at a discounted rate.

The 2009 edition will now be applied to all NSI schemes where the scheme criterion requires compliance with BS 7958 as a condition of NSI approval. The Standard will be applied with immediate effect, subject to the additional clarifications and guidance contained within this Technical Bulletin.

### Implementation timescale for Applicant Companies

With immediate effect Applicant Companies will be audited against the 2009 Edition and any Improvement Needs recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

### Implementation timescale for existing Approved Companies

Companies already approved by NSI to the 2005 edition of BS 7958 will be expected to update to the 2009 edition by the 31<sup>st</sup> March 2011.

Existing certificates issued against BS 7958:2005 will cease to be valid after the 31<sup>st</sup> March 2011.

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

**NOTE REGARDING THE STATUS OF BS 7958:2009:** Although issued as a code of practice by the British Standards Institution, it is important to note that compliance with the recommendations given is regarded as mandatory for all companies wishing to maintain an NSI approval with respect to the provision of CCTV monitoring services; subject to any additional clarifications and guidance included within this Technical Bulletin or issued subsequently. ***The recommendations given in BS 7958:2009 should therefore be regarded as requirements of the NSI approval scheme(s).***

### SUMMARY OF KEY CHANGES (Highlighted under the clauses of the new Standard)

Comments under each clause of BS 7958:2009 consist of a summary of the changes when compared with the corresponding clause within BS 7958:2005 and where relevant specific NSI requirements are also detailed.

**Where the actual wording is quoted it is reproduced in bold text.**

*Where it is considered relevant to further clarify the specified requirement, additional guidance is included in italics.*

It is not, however, the intent of NSI to only impose its own recommended methods of compliance with specified requirements and NSI will give full consideration to any alternative methods of achieving compliance with specified requirements.

### CONTENTS

The contents page shows that the existing 10 numbered sections have been retained although the heading for section 6 reflects a partial change of terminology i.e. the standard now mainly refers to the **CCTV Image Receiving Centre** rather than only to the CCTV Control Room.

The standard now incorporates a specific **Annex B** for the **Management and operation of CCTV traffic enforcement cameras**.

Both Annexes (A & B) are listed as normative references which makes them a formal part of the standard (where applicable).

Where previously **Annex A** related to **Staff recruitment and selection**; Annex A now covers **Contractor responsibilities within BS 7958** (which used to be covered by Annex B in the 2005 version of the standard).

The specific annex for Staff recruitment and selection has been deleted in favour of more positive referencing to BS 7499 for recruitment, selection and training and BS 7858 for security screening under section 5 Personnel.

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

**Annex B** now details specific requirements that have to be satisfied where the scheme includes the **Management and operation of CCTV traffic enforcement cameras**.

### FOREWORD

**BS 7958:2009** was prepared by BSI Technical Committee GW/3 (Manned security services).

This section makes it clear that the 2009 issue is a full revision of the Standard which has been updated to reflect current good practice and that it supersedes the 2005 version which is now withdrawn.

A statement is now included that **all operators monitoring for traffic offences, who are employed by the organizations providing the service under contract, where the core activity is security, hold the Security Industry Authority CCTV (Public Space Surveillance) Operator Licence prior to being deployed in contractual security work.**

### INTRODUCTION

Apart from the replacement of the word “may” by “can” with respect to information used as evidence the introduction has not changed.

It is however worth emphasising that the reference to The Private Security Industry Act 2001 and schemes used in areas where the public have a “right to visit” is retained.

*Reference should be made to the SIA (Security Industry Authority) web site which defines the categories of licence required by individuals involved with the management and operation of CCTV Systems.*

*It is therefore also relevant to remind all companies that it is a condition of any NSI approval that organisations comply with appropriate legislation and in particular if relevant individuals are not in possession of either the appropriate SIA front-line or non front-line licences then unless appropriate dispensations have been granted, NSI approval cannot be recommended or maintained.*

### 1. SCOPE

The only significant change is the inclusion of a sentence under the first paragraph to show that the **standard now also applies to the monitoring of traffic regulations.**

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

### 2. NORMATIVE REFERENCES

**BS EN 15713 the code of practice for Secure destruction of confidential material** has been added to the list of reference documents and the references to BIP 0008-1, 2 and 3 now show that they are codes of practice for the implementation of BS 10008.

*The code of practice BS 10008 and the associated BIP 0008-1,2 & 3 provide further detail of good practice with regard to the evidential weight and legal admissibility of information stored, transferred or linked electronically which companies seeking NSI approval to BS 7958 should consider when establishing requirements designed to satisfy BS 7958.*

### 3. TERMS and DEFINITIONS

A number of changes have been made in this area. The listing has been placed in alphabetical order thereby changing the reference numbers. The previous list of 26 has been expanded to 36. The new headings and any changes are listed below.

#### 3.1 New definition for **CCTV Image Receiving Centre**

**central location for a CCTV scheme, where live images are monitored in real time and which has processing facilities**

*The 2005 edition of BS 7958 only included a definition for a “CCTV Control room” as a “dedicated area in a building where CCTV is processed”.*

#### 3.2 **CCTV scheme**

No change other than in the **note** which has changed the word ‘**may**’ to ‘**can**’ i.e. **It can include systems that use dial-in dial-out, remote transmission or decentralized control.**

#### 3.4 New definition for **clean tape**

**tape which has been degaussed no more than 12 times, or is new**

#### 3.9 New definition for **enforcement notice**

**notification, issued by the parking enforcement organization, 28 days after a penalty charge notice (PCN) has been issued but has not been paid**

#### 3.10 New definition for **evidential copy**

**second copy taken from the master copy with a clear audit trail and offered as evidence**

# **NSI Technical Bulletin 0012**

## **Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation**

### **3.14 New definition for master copy**

**CCTV Image Receiving Centre copy of recordings**

**NOTE 1:** Also referred to as the “evidence copy”.

**NOTE 2:** CCTV image receiving centre copy of recordings are usually retained unless seized by the police.

### **3.15 New definition for monitoring period**

**length of time during which monitoring is carried out as defined by local procedure**

### **3.16 New definition for notice of rejection**

**notification, sent by the parking enforcement organization, to an offender who has appealed, and the appeal has not been upheld**

**NOTE:** The notice of rejection explains the reasons for the rejection of the appeal and requests payment.

### **3.22 New definition for penalty charge notice (PCN)**

**notification served to the owner, or the person who appears to have been the owner, of the vehicle when the alleged contravention occurred**

### **3.24 New definition for supervised premises previously protected premises**

**Part of a building and/or area to which supervision is afforded by an alarm system**

### **3.26 Minor change to the definition for recording material**

**any medium that has the capacity to store data and from which data can later be recalled** ('irrespective of time' deleted from the end of the sentence) .

### **3.27 New definition for recordings**

**either digital or videotape copy of evidence**

### **3.28 Minor change to the definition for remote centre**

**location remote from the supervised premises** (previously protected premises), in which the information concerned with the state of one or more alarm systems is collected either for reporting or for onward transmission

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

### 3.30 New definition for **secure storage**

**lockable cabinet, container or room located within the CCTV control room or the building which houses the CCTV control room and to which access is restricted to those persons authorized by the owner or supervisor**

### 3.34 Minor change to the definition for **temporary systems**

**mobile and remote systems which are part of the main CCTV scheme**

### 3.35 Minor change to the definition for **user**

**person authorized by the owner to operate a CCTV scheme** (previously referred to an alarm system)

### 3.36 New definition for **working copy**

**copy of recordings which is used to review potential contraventions**

**NOTE:** Also referred to as the “slave copy”.

## 4. PRINCIPLES AND MANAGEMENT OF THE CCTV SCHEME

### 4.1 Objectives

No change.

### 4.2 Policy

#### 4.2.1 General (previously introduction)

The second sentence of the first paragraph now reads:

**This statement should include the identity of the owners and detail how they can be contacted** (previously may be contacted).

Note 4 from the previous version has been incorporated as part of the main text in item 2 of the final paragraph.

“Might” has replaced “may” in Note 3 but this does not really change the intent.

**NOTE 3:** Recording sound in a public place where a conversation might be private might not be appropriate.

#### 4.2.2 Policy and scheme review

No change.

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

### 4.3 Procedures

#### 4.3.1 General

The only significant change is the wording in 1) Documentation - from 'computer form' to 'electronic format'

#### 4.3.2 Methods for receiving and viewing data

Slight change in wording to the opening sentence i.e. **for receiving and viewing** added, such that it now reads:

**Information about the methods used for receiving and viewing should be stated.**

#### 4.3.3 Use of temporary systems within the scheme

No significant change.

### 4.4 Audit

No Change.

### 4.5 Annual report

No Change.

### 4.6 Management responsibilities

#### 4.6.1 General

Although there is some restructuring of this clause; essentially there is no significant change to the requirements.

*The majority of numbered notes within this standard are in most cases references to additional information or requirements that the owner or operator ought to be aware of and are not always intended as normative requirements. However in the case of Note 2 of clause 4.6.1: if the owner has appointed a manager as their representative then the manager cannot change the scheme's policy without the formal approval of the owner/partnership.*

#### 4.6.2 Owner

There are no major changes under this heading but Paragraph 2 and 4 have been changed to Notes 1 and 2 respectively.

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

The only other significant change is that the final paragraph reflects the withdrawal of the annex for selection and recruitment of staff and now states that **the owner should comply with BS 7499 in the selection and recruitment of staff.**

### 4.6.3 Manager

Other than punctuation, no change.

### 4.6.4 Supervisor

There are no significant changes to this section.

### 4.6.5 Operator

There are no significant changes to this section.

### 4.6.6 Contractor

An additional requirement is included for contractors to comply with **Annex A (Contractor responsibilities) and Annex B (Management and operation of CCTV traffic enforcement cameras).**

*Annex A is applied to all contractors but the additional Annex B is only applied if the CCTV scheme includes traffic enforcement cameras.*

## 5. PERSONNEL

### 5.1 Security screening

No change to the requirement for all relevant personnel to be security screened in accordance with BS 7858.

### 5.2 Recruitment and selection

Previously the standard referenced the old annex A which contained requirements stated as equivalent to clauses 5.3.2, 5.3.3, 5.3.4 and 5.3.5 of BS 7499:2002, whereas it is now just a requirement for **recruitment and selection to be in accordance with BS 7499** (full stop).

We now have the 2007 edition of BS 7499 and to ensure a consistent standard is applied it is necessary to clearly define which clauses of BS 7499:2007 shall be applied. As a minimum clause 5.3.2 (Selection and screening) of BS 7499:2007 shall be applied to all companies seeking, or wishing to maintain NSI approval to BS 7958:2009. It should be noted that clause 5.3.2 of BS 7499:2007 also requires compliance with BS 7858 for selection and screening.



# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

*Although the other sub-clauses of BS 7499:2007 Clause 5.3 are no longer specifically referenced within BS 7958:2009, companies should recognise that the remaining sub-clauses of BS 7499:2007 clause 5.3 are sensible pointers to compliance with employment and health & safety legislation and good practice.*

### 5.3 Training

#### 5.3.1 General

Paragraph 2 has now been changed to a note and moved to the head of the section. The previous note has been reassigned to Note 2. Otherwise there are no changes.

#### 5.3.2 Plan

No change

### 6. CCTV Image Receiving Centre (previously only definitions for CCTV Control Room)

#### 6.1 General

The change of reference is generally throughout the Standard, although under clause 3.3 the definition for secure storage still refers to the CCTV Control Room.

*The impact of this new terminology is not however considered significant in terms of the application of BS 7958:2009.*

The start of Paragraph 2 has had the word '**Ideally**' removed to reflect that whereas it was previously desirable to have communication with law enforcement agencies, it is now a requirement to have the means for direct communication.

#### 6.2 Ergonomics

No change.

#### 6.3 Health & safety

No change.

### 7. RESPONSE

#### 7.1 Guiding principle

No change.

# **NSI Technical Bulletin 0012**

## **Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation**

### **7.2 Incident policy**

No significant change.

### **7.3 Who makes the response**

No significant change.

### **7.4 Timescale of the response**

No change.

### **7.5 When observation and/or recording is needed**

No change.

### **7.6 Results of a successful response to the incident**

Paragraph 1 has been changed slightly and now reads

**The overall indicator of successful response to incidents is that the CCTV scheme fulfils its objectives. The response should be considered to be successful when one or more of the following criteria have been fulfilled** (previously it was not clear that if one or more of the listed criteria are satisfied the response could still be considered successful).

## **8. PRIVACY AND DISCLOSURE ISSUES**

### **8.1 Privacy**

No Change.

### **8.2 Disclosure of data**

#### **8.2.1 General**

No Change.

#### **8.2.2 Request to disclose data**

The intent of this clause has not changed but the first Paragraph is now Note 1 and subsequently the previous note numbers have been incremented accordingly.

The text at the end of list 1 has also been changed from:

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

**“Parties who should be able to show adequate grounds for disclosure for the purpose listed above include the following”**

To:

**“Parties who are able to show adequate grounds for disclosure include the following”**

*When reviewing the adequacy of the disclosure policy it should be clear that access will be considered from parties other than those actually listed.*

### **8.3 Subject access disclosure (a named subject)**

There are no significant changes under this heading but the heading **8.3.1 General** has been dispensed with and Paragraph 1 has been changed to Note 1. The previous Note has been re numbered Note 2

Paragraphs 3 and 4 have been merged into one.

Paragraph 7 has been split and the second half made into Note 3.

### **8.4 Media disclosure**

No change.

## **9. RECORDED MATERIAL MANAGEMENT**

### **9.1 General**

There is no significant change to the requirements but the first sentence in paragraph 1 has been removed and made into a Note at the end of the section.

**NOTE. A hard copy print is a paper copy of an image that already exists on recorded material.**

*Paragraph 4 still makes reference to the CCTV Control Room although the majority of the standard now refers to the “CCTV Image Receiving Centre”. The intent of each respective reference is generally clear if the whole paragraph of each reference is considered and no additional guidance on the additional terminology is therefore considered necessary.*

### **9.2 Quality**

No change.

### **9.3 Media use, storage and disposal**

The only significant change to this clause is that the recommended number of uses of tape media is reduced from 13 to 12.

# **NSI Technical Bulletin 0012**

## **Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation**

### **9.4 Recorded material register**

#### **9.4.1 Videotape**

There are no significant material changes to this section but paragraph 1 has been split and the second half made into Note 1. Additionally paragraph 3 has been made into Note 2.

#### **9.4.2 Digital register**

There have been no significant changes to this section other than the listing being changed from numerical to alphabetical.

### **9.5 Making recordings**

There are no significant changes to this section.

### **9.6 Tape loading/unloading for analogue CCTV systems**

No change.

## **10. DOCUMENTATION**

### **10.1 General**

The former single paragraph in the 2005 version of the standard has now been split into 3 new sections (2 paragraphs split by a note) but the text remains unchanged.

### **10.2 Logs**

Other than that the first paragraph has been split into 2, the second half being made into a Note, there has been no change.

### **10.3 Administrative documents**

No change.

## **Annex A & B**

**Annex A** previously referenced **Staff recruitment and selection** but now covers **Contractor responsibilities within BS 7958 (previously Annex B)**

# **NSI Technical Bulletin 0012**

## **Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation**

A new **Annex B** has been created for the **Management and operation of CCTV traffic enforcement cameras**.

### **Annex A (normative)**

#### **Contractor responsibilities within BS 7958**

Overall the requirements contained within this annex have not materially changed when compared with the former annex B in the 2005 version. However there is much more cross referencing back to clauses within the body of the 2009 standard.

Where Annex A directly cross references back to clauses in the body of the BS 7958 standard no additional guidance for subcontractors is considered necessary.

#### **A.1 General (previously B1 Introduction)**

No significant change but there is a confusing and illogical Note 3 referencing that sub-clauses A.1.2 to A.1.8.2 are extracts of BS 7958 that are applicable to contractors.

No such clauses exist within the 2009 version of the standard and the intent appears to have been to highlight an original plan to continue to reproduce extracts from the body of the standard that are applicable to contractors (as was partially done in the 2005 version and that were identified as sub-clauses B1.2.1 to B.1.8.2), whereas the new Annex A now generally cross references back to clauses in the body of the standard for many of the detailed requirements. Note 3 should therefore be ignored.

#### **A2 Principles and management of the CCTV scheme**

##### **A.2.1 Management Responsibilities,**

##### **A.2.2 Personnel,**

##### **A.2.3 CCTV Control Room**

All the above sections only refer back to the body of the standard and no additional guidance is therefore necessary under this annex. Confusingly A.2.3 still refers to the "CCTV Control Room" whereas in other areas the standard now refers to "CCTV Image Receiving Centre".

##### **A.2.4. Response**

**A.2.4.1** This section mirrors the old Annex B 1.5.1

**A.2.4.2** This section mirrors the old Annex B 1.5.2

**A.2.4.3** This section refers back to clause 7.5 in the body of the standard.

##### **A.2.5 Privacy and disclosure issues**

This section mirrors the old Annex B 1.6

# **NSI Technical Bulletin 0012**

## **Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation**

### **A.2.6 Recorded material register**

#### **A.2.6.1 Media Use, storage and disposal**

This section mirrors the old Annex B 1.7.1

The only change to this clause is the recommended number of uses of tape media which is reduced from 13 to 12.

#### **A.2.6.2 Making Recordings**

This section refers back to the recommendations of 9.5

#### **A.2.6.3 Tape loading/unloading for analogue CCTV systems**

This section refers back to the recommendations of 9.6

### **A.2.7 Documentation**

#### **A.2.7.1 Logs**

This section refers back to the recommendations of 10.2

#### **A.2.7.2 Administration documents**

This section refers back to the recommendations of 10.3

Contractors that demonstrate compliance with Annex A and also satisfy the general NSI scheme criteria will usually be approved for the following scope:

*“The provision of security screened and trained personnel to conduct Closed Circuit Television (CCTV) monitoring activities, in accordance with the requirements of BS 7958:2009 Annex A and BS 7858:2006”. See also Appendix 1 to this Technical Bulletin which details the full range of NSI certification options with regard to certification to BS 7958 and CCTV monitoring.*

### **Annex B (normative)**

#### **Management and operation of CCTV traffic enforcement cameras**

Although the intent of BS 7958 has always been that it can be applied to any CCTV monitoring scheme other than those specifically listed under the scope of the standard; historically there has not been any great consensus regarding the application of BS 7958 to a CCTV traffic enforcement scheme. Annex B now provides such agreed criteria.

Annex B is a completely new section which makes extensive use of cross referencing back to the main standard. Also where additionally requirements are reproduced within the annex they are fairly self explanatory and it is therefore not the intent of this bulletin to address each clause of Annex B. The need for any additional guidance for traffic enforcement schemes will be reviewed in light of any demand for certification to Annex B.

# NSI Technical Bulletin 0012

## Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation

Company's operating in this area should make themselves fully aware of the requirements and take note of the additional legislation that applies e.g. the Traffic Management Act 2004.

### **APPENDIX 1 NSI CERTIFICATION OPTIONS IN RELATION TO BS 7958**

BS 7958 is structured such that organizations claiming compliance do not necessarily need to address the entire standard. Where compliance is evidenced by accredited certification such as that provided by NSI it is essential that there is no confusion regarding the actual scope of the certificate of approval. With this in mind NSI have developed the following certification options with respect to BS 7958:

1. **“The Management and operation of a Closed Circuit Television (CCTV) Scheme”**. In accordance with the requirements of BS 7958: 2009 and BS 7858:2006 are then entered as the appropriate standards satisfied.

This scope is applicable where approval of a particular CCTV scheme is required, where the main responsibility for the scheme rests with the owner and both the owner and operator requirements can be satisfied. Typical NSI applicants and approved companies include town centre CCTV schemes owned by local authorities or partnerships in the locality, where the scheme covers public places. In such cases the operators may well be employees of the owner of the CCTV scheme and the Image Receiving Centre but under such an approval part or all of the operational team could also still be contracted in and the selection of a suitable contractor could well be based upon that contractor having an approval under option 2.

2. **“The provision of security screened and trained personnel to conduct Closed Circuit Television (CCTV) monitoring activities”**. In accordance with the requirements of BS 7958: 2009 Annex A and BS 7858:2006 are then entered as the appropriate standards satisfied.

This scope is intended to apply principally to security guarding companies who already maintain an approval to BS 7499 but who wish to demonstrate that they have the experience and expertise to supply competent personnel to manage and/or operate a client's CCTV Scheme and Image Receiving Centre in accordance with the contractor requirements specified in Annex A of BS7958.

3. **“The provision of Closed Circuit Television (CCTV) monitoring services”**. In accordance with the requirements of BS 7958: 2009 Annex A and BS 7858:2006 are then entered as the appropriate standards satisfied.

This scope is intended for applicants that may or may not be a security guarding company. They will provide the Image Receiving Centre facilities and monitoring equipment as well as personnel.

## **NSI Technical Bulletin 0012**

### **Guidance on the implementation of BS 7958:2009, the British Standard for Closed Circuit Television (CCTV) Management and Operation**

Security Guarding companies who also already maintain an approval to BS 7499 shall be audited in accordance with the contractor requirements specified in Annex A of BS 7958:2009.

Companies, not already holding an approval to BS 7499 will be audited to the relevant requirements of BS 7499 as Annex A of BS 7958 on its own is not considered sufficiently robust for certification purposes e.g. we utilise relevant requirements of BS 7499 to ensure that we have references for the required insurances, structure of the company and to verify that the service is supported by a simple management system that for example ensures customer complaints are captured and dealt with and documents controlled.

4. **“The management and operation of CCTV traffic enforcement cameras”**. In accordance with the requirements of BS 7958: 2009 Annex B and BS 7858:2006 are then entered as the appropriate standards satisfied.