

a user guide to a  
**detector activated**  
remotely monitored CCTV system



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## Introduction

This guide is only an aide-memoire and does not replace any of the requirements of the standard.

This user guide aims to give you an insight into the benefits of a remotely monitored detector activated CCTV system and highlights the considerations you should make prior to purchase. Such a system will in most cases, stop criminal acts BEFORE they occur.

The British Standard for detector activated remotely monitored CCTV systems is BS 8418:2003.

Careful consideration should be given to each of the following:

## Purchasing a BS8418 system

### 1. Why do you want or need a BS8418 compliant CCTV system?

- a. A well designed BS8418 system will enable the constant and efficient monitoring of your premises.
- b. Having an approved BS8418 system will give you a Level One response from the Police or other responding authority.
- c. The system could potentially reduce your insurance liability.
- d. Such a system will reduce the risk of arson, theft and vandalism.

### 2. Operational requirements

It is important to identify the "operational requirements" of the system, i.e. what do you want it to do? Some reasons you may be looking for a BS8418 system could include:

- a. To protect staff during the day and goods during the night.
- b. Most BS8418 systems are purchased to protect expensive goods, which are stored outside. These may include, for example: cars, lorries, trailers, or building products.
- c. BS8418 systems may be considered as an electronic replacement for or enhancement to security guarding services.

### 3. Selecting an installer

- a. Make sure you obtain quotes from at least three installation companies.
- b. We recommend you choose a member of the BSIA ([www.bsia.co.uk](http://www.bsia.co.uk)).
- c. Choose an installer who is accredited to install BS8418 systems to ensure compliance with standards. Inspectorates providing accreditation would include the National Security Inspectorate ([www.nsi.org.uk](http://www.nsi.org.uk)) & Security Systems and Alarms Inspection Board ([www.ssaib.co.uk](http://www.ssaib.co.uk)).
- d. Ask the installer for references from satisfied customers.
- e. Guidance in specifying a system can be sought from a member of the BSIA Security Consultancies Section.

#### **4. Choosing a monitoring centre**

- a. We recommend you choose a Remote CCTV Monitoring Centre, which is a member of the BSIA ([www.bsia.co.uk](http://www.bsia.co.uk)).
- b. Ask the Remote CCTV Monitoring Centre for references from satisfied customers.
- c. Choose a Remote CCTV Monitoring Centre, which is accredited to monitor BS8418 systems to ensure compliance with standards. Inspectorates providing accreditation would include the National Security Inspectorate ([www.nsi.org](http://www.nsi.org)) and the Security Systems and Alarms Inspection Board ([www.ssaib.co.uk](http://www.ssaib.co.uk)).
- d. The Remote CCTV Monitoring Centre must comply with BS5979 Category 2.
- e. Request a possible visit to your chosen Remote CCTV Monitoring Centre to see a BS8418 system in operation.

## Operating your BS 8418 system

Note: Where applicable, the relevant clauses in British Standard 8418:2003 are indicated by the square brackets e.g. [4.2.2]

### **1. Detectors [4.1]**

- a. Detection devices should be fit for purpose and suitable for the environment in which they are used.
- b. Detection should not overspill the boundary of the protected area.
- c. Detection should match or fall within the cameras field of view.

### **2. Camera equipment [4.2]**

- a. Camera equipment should operate effectively in the lighting conditions on the site, to produce a useable image.
- b. The entry/exit route should be viewed by a fixed camera or a Pan/Tilt/Zoom (PTZ) in its parked position.

### **3. Lighting [4.2.2]**

- a. Good lighting of the cameras field of view is essential to ensure satisfactory operation of the system and monitoring service. Care should be taken to ensure lighting does not cause a nuisance to others.

### **4. Audio challenge [4.3]**

- a. Audio challenge capabilities are mandatory to obtain a Unique Reference Number (URN) and gain police response.
- b. In most cases where audio challenge is used, it encourages unwanted visitors to leave the site.
- c. Care should be taken to ensure the audio does not cause a nuisance to the local community.

### **5. Your (owner) responsibilities**

- a. Staff access - the user should be fully trained in the use of the system and understand the procedure if they deviate from the agreed entry route.
- b. Make sure you are available for the final commissioning of the system so that you are aware of any faults that need to be rectified and to ensure the system meets your requirements.
- c. Make sure all staff responsible for the use of the system are trained in the set and unset procedure.

- d. Make sure you provide the following site documentation to the Monitoring Centre to ensure the system is acceptable for live monitoring: site address; installer details; site plan; operational schedule; response plan; user contact details; associated intruder alarm system information; inventory of CCTV equipment installed; and fault reporting procedure.
- e. Make sure you have a maintenance agreement in place to ensure continued effective operation of the system and service you have purchased. This will be required to comply with the British Standard 8418 and to gain police response.
- f. You should check lighting and conduct a walk test on a regular basis to ensure the system is functioning correctly in conjunction with the Monitoring Centre.
- g. Contracts for service and regular maintenance should be arranged.
- h. Ensure all changes to the CCTV system configuration are reported to the Monitoring Centre.

Note: Operators of CCTV systems must comply with the legal requirements of the Data Protection Act 1998 (DPA). Failure to do so may result in legal action being taken.

## Further information

Further information can be obtained from the following sources to ensure you make an informed decision when purchasing a BS8418 CCTV System and Monitoring Service:

Your insurance company  
Your local crime reduction officer  
British Security Industry Association [www.bsia.co.uk](http://www.bsia.co.uk)  
National Security Inspectorate [www.nsi.org](http://www.nsi.org)  
Security Systems and Alarms Inspection Board [www.ssaib.co.uk](http://www.ssaib.co.uk)  
Association of Chief Police Officers [www.acpo.police.uk](http://www.acpo.police.uk)  
The Association of British Insurers [www.abi.org.uk](http://www.abi.org.uk)  
Clean Neighbourhoods and Environment Act 2005