

CCTV

The size of image that your cameras capture determines its use in an investigation. RECOGNITION size image, the image may be useful for the investigation in terms of showing clothing worn by offender and actions taken by them etc but would not be likely to be accepted in court as evidence of identity.

IDENTIFICATION size image; it shows the offenders actions in more detail and is of a size that would be accepted as proof of identification in court.

Storage

Home office recommend storage of CCTV data for 28 days.

Local authority licensing depts. may have specific requirements - so check if licensed premises. If there is a violent incident it may be that there is a late reporting of the incident and it is important therefore that images are not lost

Quality

Where a CCTV system is in place staff must be trained in how to download images.

CCTV systems (and lighting that support them) should be regularly maintained to ensure continuous quality of image and retention.

Regular checks are recommended to ensure the system is working effectively i.e. correct date and time, images recording clearly etc.

Colour systems are advised wherever possible to gather detailed descriptions.

CCTV lighting compatibility

During daylight hours colour cameras can capture good quality images. However, during the hours of darkness cameras can struggle to capture anything meaningful due to the lack of light. Black and white cameras work better at night and can be enhanced with appropriate lighting. Infrared lighting used as an integral part of the camera, will provide a clear image.

Consider fitting cameras that automatically switch from colour to black and white at night.

Systems should not be accepted unless they can capture good quality images in the provided lighting conditions.

Signage

Signage must be displayed in the customer area advising that CCTV is in operation

Risk Assessments in the workplace

For free advice and information visit www.hse.gov.uk for Health & Safety and Fire Safety information

For free advice and assistance with completing work place risk assessments contact your local council Environmental Health Department

For free advice on security visit gmp.police.uk and or contact your local Crime Reduction Specialist.

Greater Manchester Police

designforsecurity

www.designforsecurity.org

Design Guidance
Convenience Stores



Safe room

Create a safe room where staff can retreat to if an incident occurs. This should be located behind the main service counter so that money does not have to be transported across the shop floor and so that it can be used for staff to escape to in case of an emergency. The safe room should have solid masonry walls, no false/suspended ceilings, a certified door set (to BS PAS 24, WCL2, or LPS 1175 SR2) with a thumb-turn lock and a security-certified safe providing adequate capacity and overnight cover. The internal walls to the adjacent unit/s should be similarly robust. The correct size and category of safe should be determined by an assessment of prospective takings and to meet insurance needs. The safe should have a time delay operation of no less than 5 minutes. Signage should be provided to make potential offenders aware of the time delay safe as a deterrent.

ATM

The following measures are considered essential to secure any ATM to the front of the retail unit: Lighting should be provided to the area around the proposed ATM to an adequate and uniform level (as defined within BS 5489) so as not to allow any areas of pooling/shadowing. Defensible space ground markings (e.g. 1m² painted area or change in surface texture) should be employed and maintained at the front of the ATM to indicate that only one user at a time may enter the space. The proposed ATM should be protected by a closed circuit television system that should view the area and the users of the ATM, but not the ATM keypad itself (see Section 8.3). The ATM should be protected by anti-ram bollards or similar to deter against ram-raid type attacks. Replenishment of the ATM should either be carried out from a secure area inside the host building or whilst the public are excluded from the building. The cash-in-transit vehicle should be able to park within the immediately vicinity of the ATM.

Internal Design

Good sight lines from the till points is essential, cashiers should be able to see along the aisles running horizontal and have a view of the main access point where possible. This will assist in deterring shoplifting and robbery.

Roofing

Certificated roof systems are available to LPS 1175 SR1. Alternatively, expanded metal or welded mesh should be incorporated between the skins of double-skinned roof coverings or within the roof space. Roof lights and accessible first floor windows should incorporate laminated glazing/polycarbonate and internal fixed security bars/grilles.

Walls/Roofs

- Blockwork reinforcement
- Use of expanded steel mesh or 12mm plywood sheath to reinforce dry/party walls or roof spaces
- Use alarm sensors in roof spaces

Bollards

Bollards give protection from ram raids especially where cash machines are in situ.

Remote door locking

The main entrance of the unit should be fitted with strong mag locks (e.g. 2 x 500kg force at third points on the door) or an electrically operated lock, in order to allow staff the flexibility to remotely control access into the shop from the counter area.

Alarm

A monitored alarm system should be installed to cover the unit, with a signal terminating at a recognized Alarm Receiving Centre (ARC) or security control room. The alarm should have two secure signalling paths (one being GSM radio back-up), so that if either signalling path is tampered with by an intruder, or is faulty, the other continues to monitor for any further alarms and transmits them as 'confirmed activations' – extra confirmation that an intruder is on the premises and that the alarm isn't false. External CCTV cameras capable of capturing images of potential getaway vehicles or providing further information about offenders and the direction of their travel can be of value. **Some of the key locations for positioning of cameras are:** Counters/Tills, access/egress points, any cash in transit routes, routes to safes or areas where cash is housed or counted, and any vulnerable or high risk areas.

Glazing for windows and doors

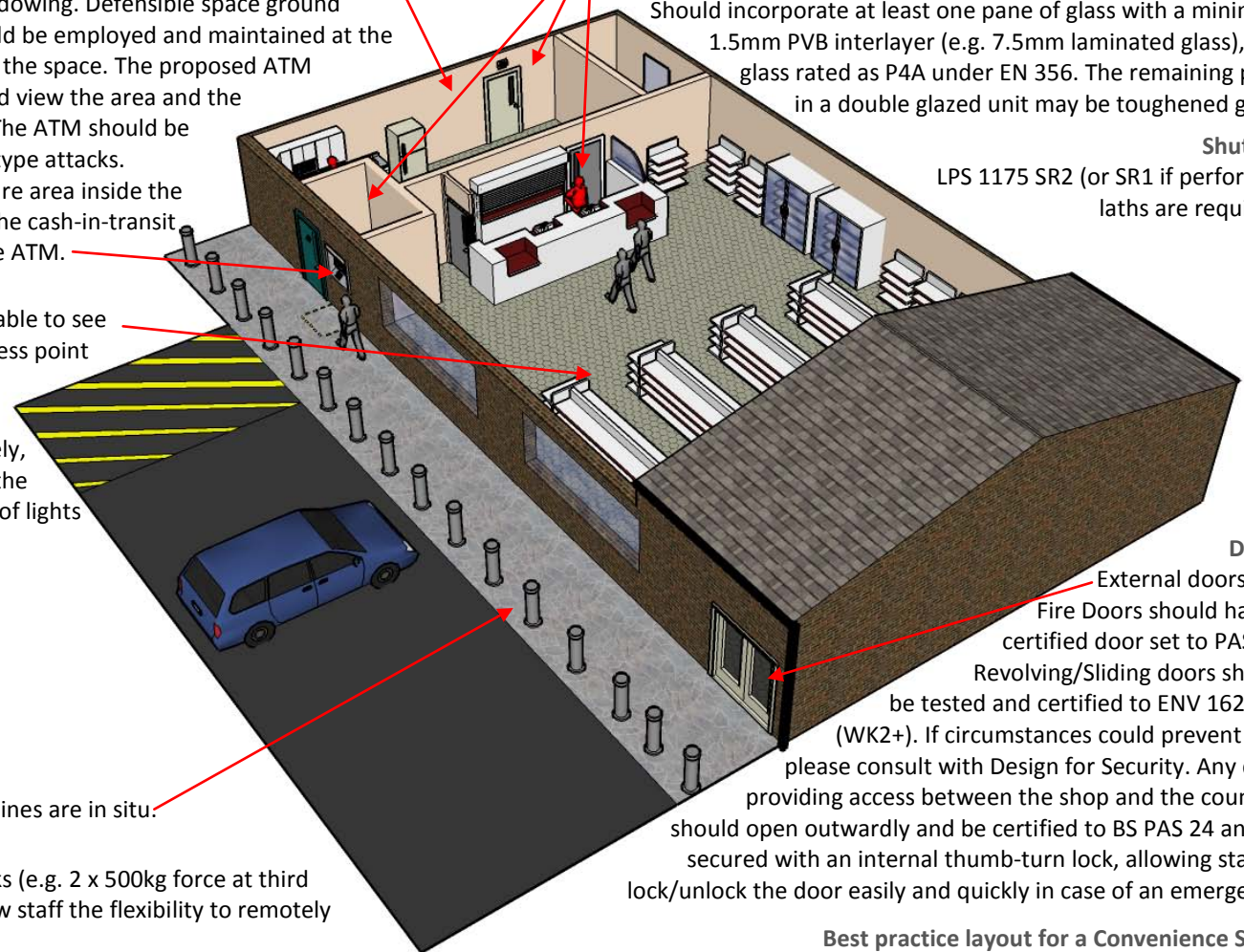
Should incorporate at least one pane of glass with a minimum 1.5mm PVB interlayer (e.g. 7.5mm laminated glass), or a glass rated as P4A under EN 356. The remaining pane in a double glazed unit may be toughened glass.

Shutters

LPS 1175 SR2 (or SR1 if perforated laths are required)

Doors

External doors and Fire Doors should have a certified door set to PAS 24. Revolving/Sliding doors should be tested and certified to ENV 1627-30 (WK2+). If circumstances could prevent this, please consult with Design for Security. Any door providing access between the shop and the counters should open outwardly and be certified to BS PAS 24 and be secured with an internal thumb-turn lock, allowing staff to lock/unlock the door easily and quickly in case of an emergency.



Best practice layout for a Convenience Store