

Security Recommendations for Licensed Premises in the London Borough of Harrow

The purpose of this report is to establish and maintain a safe and secure environment in licensed premises, by raising the security standards. The recommendations that follow will assist you to reduce the opportunities for crime and anti-social behaviour both in and around your premises, and in doing so enhance the safety of both customers and staff and the security of the building and facilities.

Closed Circuit Television (CCTV) is recommended because it improves the perception of safety and allows monitoring of the whole of the licensed and public areas within the building and it's curtilage (to include the car park, courtyard and/or garden areas of the premises, where present). It must achieve the following:

- Provide a linked record of the date, time and place of any image.
- Provide an internal overt CCTV system, capable of providing recorded colour format images of all public areas, during times when the staff/public occupies these areas.
- Provide recorded, full frame, head and shoulder colour images of all persons internally approaching the main entrance doors or any external doors.
- Provide an external overt CCTV system, capable of providing recorded colour images of the external approach to the main entrance doors or any external doors (subject to any planning and/or building constraints).
- Provide an external overt CCTV system, capable of providing recorded colour images of the car park, courtyard and/or garden areas (where applicable and subject to any planning and/or building constraints).
- Each internal colour format camera shall be contained in a vandal resistant housing with the facility for ceiling or wall mounting and will provide high resolution images with a minimum operational specification of: 1/3" CCD, Auto Iris 4 –9 mm varifocal lens, 540 TVL, 1.0 lux.
Note: A specific lens, other than varifocal, may be required to achieve the system objective.
- Any external cameras fitted shall be Day/Night format.
- External and internal lighting shall be adequate to enable each camera to operate at optimum performance at all times of the day and night, whether the premises is open or closed, to provide clear un-obscured images.
- The DVR shall simultaneously and continuously record and store high resolution images from each camera, at a minimum of four (4) frames per second, for a period of not less than fourteen (14) days and at all times whilst staff/public are on premises.
- Each camera shall be connected to the DVR by a separate video transmission cable.
- A DVR with integral CD-RW and USB port shall be contained in a lockable steel cabinet, located in a secure area within the premises.
- A minimum of a 15" CRT Monitor with 800 TVL or 15" LCD Monitor with 1280/1024 pixels shall be provided. This monitor will be located adjacent to the DVR in a secure area.

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- Access to the monitor and displayed images shall be restricted to the system controller(s).
- Access to the DVR and displayed images shall be restricted to the system controller(s) by use of an access code.
- The system controller(s) must be trained to use the system, have the knowledge to download the images and be available to download the images at all times upon reasonable police request.
- Retrieval of recorded images from the hard disc drive shall be archived by CD media format. Archiving shall be on a clean CD, which does not contain any other pre-recorded images.
- A minimum of 10 CD discs will be stored on site in a secure area and will be available for use at all times.
- The power supply serving the cameras and or camera transformers and DVR shall be a maintained non-switched 240v A/C supply. A competent person shall install the supply and the contractor shall issue a Part P Certificate.
- The CCTV contractor shall issue a certificate of conformity on completion of the installation.
- An as installed system specification, schematic drawing and site logbook shall be provided to the system controller(s) and shall be available to be viewed at all times.
- An approved CCTV contractor shall maintain the system at bi-annual intervals. Each camera shall be cleaned and a test recording completed and compared with the previous recording, to ascertain any deterioration in quality and performance.
- The CCTV contractor shall provide system-operating manuals to the system controller(s), which shall include the method of reviewing and archiving recorded images and will be available for use at all times.
- A Data Protection and evidence kit shall be provided.
- Recorded or archived images shall not be removed or electronically transmitted from the premises unless authorised or requested by the Police Authorities.
- The nominated system controller(s) will manage the system.
- The CCTV system must be in full operational order and must be recording at all times whilst the premises are open. If the CCTV is not recording when the premises is closed, it must be linked to the intruder alarm system, so that it starts recording when the alarm is activated.
- If the system is analogue, a library of 31 VCR tapes will be required for storage and rotation.

A monitored central station alarm, installed by an alarm company affiliated to an independent alarms inspectorate body such as the National Security Inspectorate (NSI) or the Security Systems and Alarms Inspection Board (SSAIB), is recommended and must achieve the following:

- The monitored security system must be equipped with a signal terminating at a recognised Alarm Receiving Centre (ARC), compliant with British Standard 4737 and its replacement standards EN50131 (PD6662:2004) and be eligible for a police response as defined by the ACPO Policy on Police Response to Security Systems, Level 1 status.

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- This should incorporate fixed personal panic attack buttons for the use of staff behind the counter and remote panic buttons for staff when they are away from the counter area.
- A shunt lock (linked to the alarm system) shall be fitted to the door of the secure DVR storage area, to ensure that the DVR is protected at all times when staff are not present in this area.

A safe controlled by a time delay method is recommended and must achieve the following:

- Restrict access for at least three minutes, to deter criminals from accessing the surplus or reserve value during any robbery.
- Have a drop facility with anti-fish mechanism.
- Ensure that the safe is either bolted to a solid wall and/or solid floor or buried in a solid wall and/or solid floor.
- Tills must be regularly skimmed off, to reduce the impact should a robbery occur.
- Signage must be displayed in the customer area, highlighting that access to cash and valuable items is controlled by time delay. Alternatively, where staff do not have access to the safe, a sign must state this fact. It is recommended that a time delay, visual countdown display is used, so that a robber/burglar can see that a time delay is in operation.

Indelible note staining and smoke system is recommended and must achieve the following:

(This is only applicable to Off Licenses and Betting Shops)

- Comply with specification PAS 40 2002 Class II, issued by the British Standards Institute.
- Stolen notes will be dyed, rendering them worthless to the extent that there is no gain to the criminal.
- A covert note-spoiling device must be placed in each counter till.
- The device must look as authentic as possible to ensure that it is taken by or handed to the criminal instinctively.
- The system must be automatically activated to ensure the safety of staff.
- The dye pack must be programmed to activate once the criminal has left the premises. A time delay of at least 6 seconds is recommended.
- It is recommended that the dye used is traceable to either a specific incident, the retailer or a manufacturer.
- All notes that are used in construction of a dye pack must be recorded separately and the details kept, in order to assist with any subsequent investigation.
- The system used must produce sufficient smoke to attract attention to the criminal.

AWP Gaming Machine Security

Gaming machines must be secured inside a roller style cabinet or a metal boot. The only alternative is to empty the machines every night and install permanent signage to that effect.

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Front, Side and Rear Door Security

Front, side and rear doors should have two British Standard 5-lever mortice locks fitted, one towards the top and one towards the bottom of the doors.

If a letterbox slot is required, it must be fire resistant.

Rear Delivery Doors

Rear delivery doors should be manufactured from steel, without visible external ironmongery, supported by two British Standard 5-lever mortice locks to be used outside opening hours, three large steel hinges and hinge bolts. A 180-degree door viewer fitted to rear doors enables you to see callers without having to open the door first.

Designated fire escape doors should be manufactured from steel and designed without visible external ironmongery. The push bar must operate shoot bolts to the top and bottom of the frame and be supported by two British Standard 5-lever mortice locks to be used outside opening hours, three large steel hinges and hinge bolts. This must be done in consultation with the Fire Officer.

External Storage Areas

Where external storage areas are required for outside furniture, beer kegs, waste storage, wheelie bins, etc. they should be detached from the main building, so that they cannot be used as climbing aids.

Roller Shutter Grilles

Roller shutter grilles at the front of the premises should have a minimum of three locking points at floor level and be secured with high security fixings and closed shackle padlocks to prevent them being easily forced. Ideally, roller shutter grilles should comply with LPS 1175 SR 1/2 – the standard for enhanced roller shutter grille security.

Till Guards

A till guard is recommended to prevent easy access to cash in the till (*This is only applicable to Off Licenses*)

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