

# LIVE VIEW

Real-time camera surveillance





## What is Live View?

Live View is a working method that makes it possible for the police control room to watch camera images for example from a shop or shopping centre directly, through a private emergency response company or surveillance centre, during a break-in, robbery or other violent crime.

Sending real time camera images to the control room allows the police and other emergency services to watch the situation, so that they can respond more quickly and intelligently. Whether the criminals are still in the building or have already gone outside is very important in determining the tactics to be used, for example. With Live View the control room can now see this, and units can therefore be directed effectively. This increases the power of the police to catch criminals in the act<sup>1</sup> and the other emergency services can also operate more efficiently in the case of emergencies like fires or a customer being taken ill.

*Power to catch in the act is the ability of citizens and police to increase the chances of apprehending the perpetrator of a criminal offence in which the citizen is a (direct) victim. The primary aim of increasing power to catch criminals in the act is to increase the number of crimes observed. This should then lead to more arrests (higher probability of apprehending), increased clear-up rates and eventually greater security.*

An additional advantage is that the status of a report can be verified by the private emergency response company, further decreasing the number of times the police attend unnecessary call-outs.

The retailers and businesses already connected have reacted very positively to Live View. It gives them a good feeling that during a robbery the police have a direct view of what is happening and take appropriate action. Privacy is ensured as Live View is only used during an incident. Only then are the camera images forwarded to the police control room by the private emergency response company or surveillance centre, so that the police can watch.

1. For more information regarding increased power to catch in the act, see "Aanhoudend in de buurt" (always around to catch you in the act), Police Academy, Community and Security Studies, 2007.



We now know from criminals themselves<sup>2</sup> that they are not deterred by a surveillance camera. Criminals are aware that not every area or shop is being watched live at all times. The lack of an immediate police response contributes to their ability to continue committing crimes.

As soon as a shop is connected to Live View, criminals will take the quicker police response into account. Criminals try to operate outside the surveillance area of Live View cameras as far as possible. This has a major impact on the way the criminals work. So using Live View creates another barrier.

**Statement from an apprehended receiver of stolen goods:**

*I had bought some perfume and other items from someone I knew on the street. It was around 8 o'clock at night. Before I knew it there was a policeman standing in front of me. This was literally within a couple of minutes. They had seen me on the camera. I hadn't realised I was being watched.*

The Live View sticker is also placed at the entrance to the location. This makes it clear to criminals that the location is connected to Live View and that there is therefore a greater risk that they will be apprehended.



2. Daders over cameratoezicht (Perpetrators on camera surveillance), A. van Schijndel et al., Politie & Wetenschap, Apeldoorn, 2012.

## Why Live View?

Tackling robbery is a priority in the national security policy. The Robbery Task Force's Chain Approach to Robbery Action Programme is a structural approach to stopping robberies. The number of robberies must decrease and the resolution rate must continue to increase. This can be achieved by reacting more quickly and adequately to robbery reports (increasing the power to catch criminals in the act). To achieve the Robbery Task Force's objective, municipalities and the business sector must find measures to reduce this serious, disruptive level of crime.

Live View is a practical application of the action programme, in which existing and new technology will be used in a public-private partnership. This cooperation is focused on improving and speeding up the handling of robbery reports. Of course Live View will also be used for other violent crimes, for break-ins and other emergencies like fire or a customer being taken ill.

The fact that the government strongly supports Live View is demonstrated by the Action Programme for Crimes against the Business Sector (Actieprogramma Criminaliteit tegen Bedrijfsleven) and the governmental agreement "Building Bridges" (29 October 2012), which contains the following text:

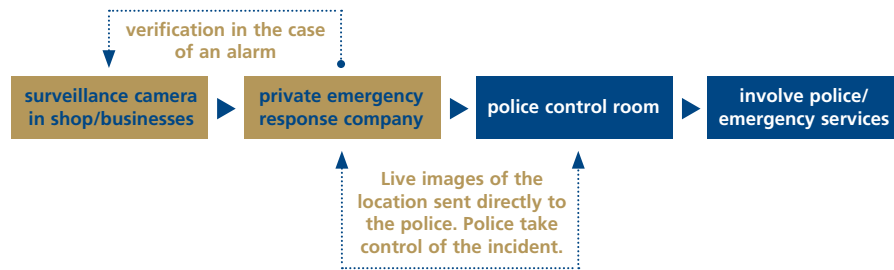
*Public and private surveillance operators will forward camera images of crimes and incidents to the police directly.*

The Dutch Board of Chief Commissioners previously developed a vision<sup>3</sup>. The Board of Chief Commissioners believes that businesses based in business parks and shopping districts should take responsibility for their own video surveillance as far as possible. It also sees an important role for private emergency response companies in connecting private cameras. They can act as gate keepers to the police for companies and private individuals.

It is also considered desirable for connections to be made, so that images from public or private camera systems can be made available to the police immediately, in the case of an emergency.

3. Beelden van de Samenleving: Visie op cameratoezicht in een netwerksamenleving (Images of society: camera surveillance in a network society), Board of Chief Commissioners, 2009.

# How does Live View work?



Many shops and businesses have surveillance cameras that are linked to a private emergency response company. In the event of a robbery the shop or business alerts the private emergency response service by activating an alarm sensor. This also activates a surveillance camera, the images from which can be viewed by the private emergency response company. The security staff evaluate the report, including the images, and after verification, transfer all the details on the location and the live images directly to the police control room.

Police staff at the control room can then see the situation immediately, how many intruders/robbers there are, what they look like, whether weapons are being used and if there are any casualties. If there are casualties, the ambulance service will also be alerted immediately, so that medical assistance can be provided quickly.

When the private emergency response company alerts the police, live images from the shop or business are also sent directly. The police can then watch in real time. From then on direct contact is maintained between the security staff and the police control centre dispatcher.

The police can request (if possible) for a camera to be turned, zoomed in or for another (outside) camera to be activated. The control room dispatcher can also ask the security staff to place maps and other visual information on the screen (where available).

The cameras will be operated by the private emergency response company or surveillance service. The police will watch on the security officer's screen if they have reported an incident, with the police always being in control of the handling of the

incident. For the police the key concept is: No incident? No images! This ensures the privacy of those participating in the programme.

Image technology is increasingly being used according to the 'net-centric working' concept, also known as Network Enabled Capabilities. This allows providers of information, decision makers and units to cooperate in an integrated and interactive information network. At the core of the provision of information is a shared up-to-date operational image: everyone has access to the same up-to-date information at the same time. The strength of Live View is the fact that various parties in a network can cooperate and (visual) information can be shared quickly. So Live View is the emergency response service for video images.

The number of images is increasing by 15% per year. The number of hits will increase exponentially over the coming years. The Live View network is designed to achieve this and meets the highest security standards. As a result of this working method the Live View system is scalable and highly effective in tackling crime.



## Who is Live View for?

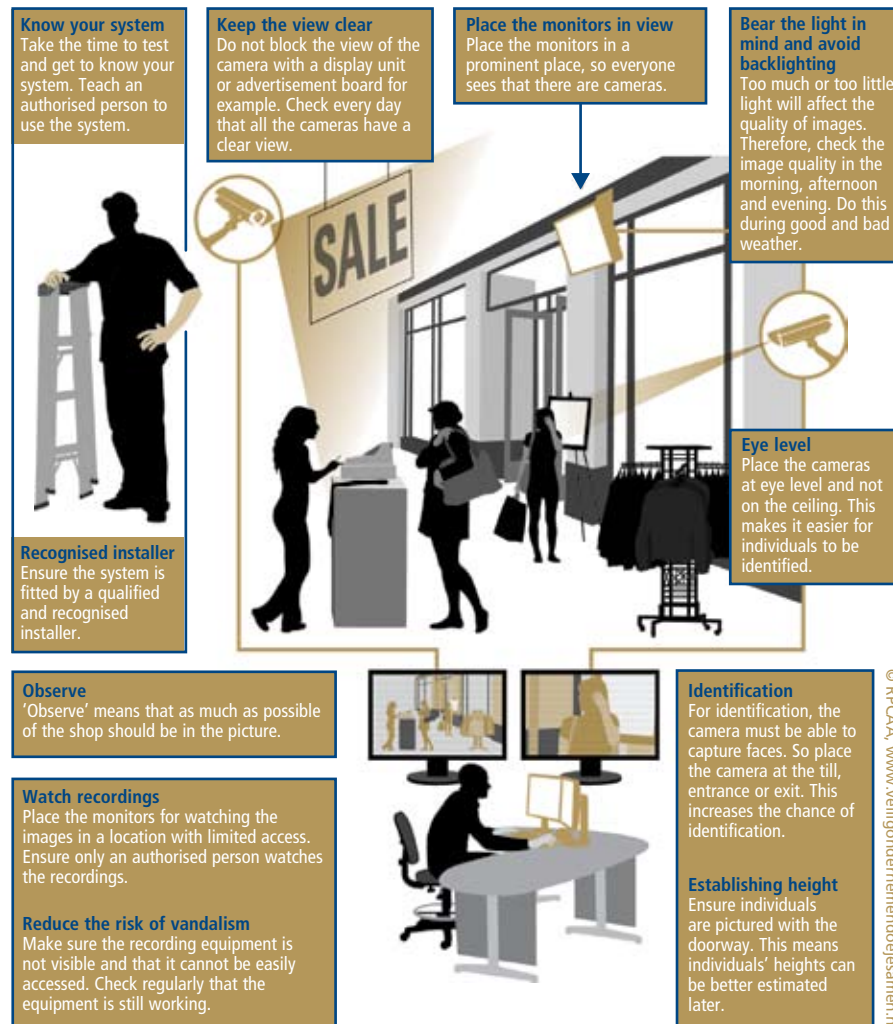
Live View is available to:

- shops, businesses and private individuals who have a camera system connected to a private emergency response company;
- depots and carriers of cash and valuables;
- local surveillance centres (such as those of municipalities).

# What are the requirements?

To work with Live View, you just need cameras capable of recording surveillance images. Most camera systems supplied over recent years can do this. But the better the image of the intruder or robber, the greater the benefit to the police during the investigation. For putting together police descriptions for example.

## What should you watch out for with camera security?



**Know your system**  
Take the time to test and get to know your system. Teach an authorised person to use the system.

**Keep the view clear**  
Do not block the view of the camera with a display unit or advertisement board for example. Check every day that all the cameras have a clear view.

**Place the monitors in view**  
Place the monitors in a prominent place, so everyone sees that there are cameras.

**Bear the light in mind and avoid backlighting**  
Too much or too little light will affect the quality of images. Therefore, check the image quality in the morning, afternoon and evening. Do this during good and bad weather.

**Eye level**  
Place the cameras at eye level and not on the ceiling. This makes it easier for individuals to be identified.

**Recognised installer**  
Ensure the system is fitted by a qualified and recognised installer.

**Observe**  
'Observe' means that as much as possible of the shop should be in the picture.

**Watch recordings**  
Place the monitors for watching the images in a location with limited access. Ensure only an authorised person watches the recordings.

**Reduce the risk of vandalism**  
Make sure the recording equipment is not visible and that it cannot be easily accessed. Check regularly that the equipment is still working.

**Identification**  
For identification, the camera must be able to capture faces. So place the camera at the till, entrance or exit. This increases the chance of identification.

**Establishing height**  
Ensure individuals are pictured with the doorway. This means individuals' heights can be better estimated later.

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The security cameras must be able to provide at least overview images for observation. The primary target of the criminal (e.g. the till and/or area of the safe) must also be covered as clearly as possible.

The set-up of the camera system for shops should preferably include the following:

- One overview camera in the shop space.
- A camera at the exit that can capture a suspect leaving.
- A camera focused on the check-out area and positioned so that the face of a suspect whose head is covered can still be captured.
- An (overview) camera focused on the area of the safe (where applicable).

You can find useful tips to ensure you have adequate video surveillance in the brochure 'Good thinking: tailor-made camera surveillance (Slim bekeken: camerabewaking op maat)' produced by the Ministry of Security and Justice.<sup>4</sup>

Break-in and robbery systems with cameras should be connected to a private emergency response company (through the internet). In order to ensure quality, the installation should be supplied by the installation company for the private emergency response company. The private emergency response service will evaluate whether the focus and quality of the cameras meet connection requirements for Live View and the applicable installation standards.<sup>5</sup>

# What does Live View cost?

The police do not charge shops or business to use Live View. It is an additional element in the agreement between the shop, business or private individual on the one hand and the private emergency response company on the other.

4. <http://www.rijksoverheid.nl/documenten-en-publicaties/brochures/2012/10/12/slim-bekeken-camerabewaking-op-maat.html>  
5. NEN 50132-7 (image quality for observation, recognition and identification). The assessment guidelines on camera surveillance in public places (BRI) from the Dutch Centre for Crime Prevention and Safety are used as a starting point. To assess the quality of the images, a Rotakin device (NEN-EN 50132-7 Annex A) is used.

# How can I get Live View?

Your camera system and/or the (internet) connection may already be suitable for connection to Live View. Contact your private emergency response service or installation company to find out. They can also help you with any adjustments to your existing system or with the initial purchase of a camera system. Surveillance centres and private emergency companies who wish to use Live View can contact the Live View programme.

# What else can Live View be used for?

The image on a (computer) monitor is copied at the private emergency response or surveillance centre and forwarded to the police control room. In principle this means that anything that can be shown on a monitor can be used in the follow up of incidents. Listed below are a number of possible uses of Live View that are already known.

## Alarm activation with camera verification

Apart from reporting a robbery using an alarm sensor, Live View can also be used in the case of an automatic alarm, in the area of the safe for example, or if the security officer notices irregularities during a visual check of the camera images. Live View can also be used in the case of a fire or break-in alarm to make images available in the control room immediately.

Infra-red cameras are often used in the surveillance of construction sites. By placing a site map on the screen as well as the camera images, police can be directed to the right location by the control room in order to apprehend suspects. The procedure is the same as in the case of a robbery alarm - the security officer informs the police and they watch the images live from the private emergency response company's screen.

## Track & trace

Live View can also be used to trace, for example, stolen or hijacked vehicles, other objects and people. If the private emergency response service projects the information on an object onto a map (for example using Google Maps), the police dispatcher can watch and direct operations. The object can be simultaneously monitored in various control rooms, which makes coordination between different police units easier.

## Camera surveillance in municipalities, shopping centres and stations

In many municipalities and shopping centres, surveillance in public places is carried out by live monitoring of the situation through cameras. More and more use is also being made of intelligent software, which ensures that potential criminal behaviour by an individual is seen on the monitor. It is possible for municipalities' local surveillance centres and viewing stations to be connected to Live View for quicker and more effective handling of incidents. They can also be used to follow a fleeing suspect visually, so that police units can be directed to them by the control room.

## Petrol stations

As well as robberies, petrol stations also often have problems with customers who drive off without paying. As well as use in the case of robberies and break-ins, Live View can be used here to help with tracing fuel thieves.

## Events/mobile cameras

At large-scale events, camera surveillance can support crowd control. Mobile cameras can be placed on vehicles or at crucial points within the surveillance area. This allows rapid response to unusual behaviour by individuals and groups.

The event organisation can watch the camera images and, if necessary, camera images are sent straight to the police using Live View.

At football games the police are responsible for surveillance and maintaining public order outside and around the stadium. The paid football organisations are responsible for surveillance *inside* the stadium.

In case of football riots it is important to have a quick and clear overview of a group of rioters. By making good use of the public and private cameras available, the police have quick access to *real time* information on the situation inside and outside the stadium.

This can be used to respond efficiently and effectively in order to prevent or limit disturbance to public order.

## Surveillance and protection

Live View can also be used for the temporary protection of people, goods and locations. During a terror threat, vulnerable locations can be kept under direct surveillance by the police, for example.

## ATM theft

The police can watch live images from security cameras in ATM machines. The banks send the images of ATM thieves straight to the police control room, after verification.

## Accidents and emergencies

Live View can make an important contribution to providing rapid insight into an emergency situation. For example through the permanent network of chain partners, such as the Directorate-General for Public Works and Water Management (Rijkswaterstaat) for roads, tunnels, locks and bridges and ProRail for the railways, or through wireless networks that can be established on location.

In the case of (large-scale) accidents, fires or emergencies, Live View can support coordination by delivering images to parts of the control organisation, such as the CoPI (Location Incident Command) and ROT (Regional Operational Team).

# Camera images and the law

Before you install your camera(s) it is important that you are aware of the privacy laws applicable to camera surveillance. When you record camera images, you are bound by privacy legislation. The Dutch Data Protection Authority (College Bescherming Persoonsgegevens) monitors compliance with these laws.

- Surveillance cameras may be used to protect property, employees and customers. Your interests must be offset against the interests and rights of employees.
- Your camera(s) may only record in locations for which you are responsible. Unless it is unavoidable to provide good security, you may not record images of buildings, sites and businesses belonging to others or the public road with your camera(s).
- You are required to make it known that you have security cameras. Place a sticker at the entrance or on the information board in the shop or business.
- The surveillance images may be stored for up to four weeks.

These rules are defined in the Personal Data Protection Act. More information on the options and all the rules camera surveillance is subject to can be found at [www.cbpreweb.nl](http://www.cbpreweb.nl).



# Would you like further information?

On the following websites you can find more (specific) information about topics covered in this brochure.

## [www.politie.nl](http://www.politie.nl)

The official website for the Dutch police with further information about Live View.

## [www.rijksoverheid.nl/onderwerpen/criminaliteit/misdaad-voorkomen/terugdringen-overvallen](http://www.rijksoverheid.nl/onderwerpen/criminaliteit/misdaad-voorkomen/terugdringen-overvallen)

The Ministry of Security and Justice holds the central government responsibility for reducing robberies.

## [www.hetccv.nl](http://www.hetccv.nl)

The Dutch Centre for Crime Prevention and Safety (Centrum voor Criminaliteitspreventie en Veiligheid, CCV). The CCV's core activity is increasing security in the community. The CCV therefore invests in cooperation and useful criminal concepts.

## [www.vebon.org](http://www.vebon.org)

The VEBON association is an entrepreneurs' association for specialised businesses with (technical) solutions for many fire safety and security issues.

## [www.veb.nl](http://www.veb.nl)

The Society of European Security Companies (Vereniging Europese Beveiligingsbedrijven, VEB) is an industry organisation in the area of security. Security installation companies, private security companies, private emergency response companies and suppliers of security products can join the VEB.

## [www.uneto-vni.nl](http://www.uneto-vni.nl)

UNETO-VNI is the employers' organisation for the installation industry and electronics retailers.







#### Publication

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