

Booking Form : Autumn 2009

Mon 5 / Tues 6 / Weds 7 October

**Four Pillars Hotel,
Cotswold Water Park**

A separate booking form (or photocopy) needs to be completed for each delegate attending the Seminar. Please complete this form with first name and last name for use on all name badges.

Name of Delegate:

Organisation:

Address:

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Email:

Telephone:

Note: Invoices will be sent to the delegate's address; further details of the conference programme will be sent nearer the time. It is the named delegate's responsibility to ensure prompt payment.

Notice of Cancellation: In the event of cancellation we must still charge the individual the full fees unless we have people on a waiting list who can take the place. Rooms booked but not used will also be charged as we will be charged for them.

We emphasise that the programme is presented in good faith but in draft format and we must reserve the right to amend it without prior notice.

Booking Instructions to reserve your place

(please note only written bookings will be accepted)

Fax: 01992 471 053

Post: 2 Rumbold Road, Hoddesdon, Herts, EN11 0LP

Email: Debbie@cctvusergroup.com

On line: www.cctvusergroup.com

Please tick appropriate box (prices do **not** include VAT):

Delegate's Fee (inc 2 nights full board)	£399	
Partner's Supplement (D, B & B per night)	£65	
Additional Night (B & B per night)	£110	
Dinner Guests (no accommodation)	£30	
Day Delegate (one day)	£100	
Day Delegate (two days)	£150	
Exhibitor's Fee (inc display stand and 2 nights full board for 1 delegate)	£599	
Additional Exhibitor Delegate (2 nights)	£399	

Please note: Attendance for delegates and exhibitors is restricted solely to User Group Members

PAYMENT IS REQUIRED IN ADVANCE!

Hotel Reservations, Exhibition Bookings and attendance are subject to availability. Please see our cancellation policy.

Purchase Order No (if required).....

Plus VAT @ 15% = £.....

Total = £

A VAT invoice will be sent to the delegate's address. It is their responsibility to ensure prompt payment.



CCTV User Group

Leading, Working, Delivering for all CCTV Users

**Seminars, Delegates Workshops,
Forum and Exhibition**

Autumn 2009

(including 2 nights accommodation)

CCTV — Operators & Opportunities

Featuring:

- * Operators - Academic Studies
- Psychologists research
- * Video Analytics "CrimeVis"
- * Security Cash In Transit
 - * Case Studies
 - * Covert Surveillance
- * BSIA CCTV Working Group
- * National CCTV Strategy

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Four Pillars Hotel, Cotswold Water Park

Conference Theme – “Operators & Opportunities”

CCTV Operators - the critical element of any effective PSS CCTV system. We learn from academic and psychologists research how operators do their job and gain insights into what makes the best so effective.

CCTV Managers are always looking out for opportunities to improve effectiveness, be it technically or procedurally. The conference will explore the opportunities becoming available.

Networking

We consider the networking aspect of the conferences to be critical to their overall success. Many delegates have commented that they obtain different, but equal benefit from the informal discussions with colleagues, speakers and exhibitors over dinner as the speakers' presentations.

Conference Meals

Full Conference fees include all meals and accommodation including the Hot Buffet Supper on Monday and the more Formal Dinner on Tuesday evening.



Exhibition

Throughout the conference there is a small exhibition provided by member companies. All coffee, tea and lunch breaks are served immediately adjacent to the exhibition areas to enable delegates to visit the stands to keep up with individual service companies latest developments in their products, or just chat to 'old friends' in a more relaxed environment.

MONDAY

- **Registration** takes place on the Monday afternoon (1pm—7pm)
- **Golf** is available free on Monday afternoon at a local course for those who would like to play, but places are limited.
- **NORMAN** (National Operational Requirements Mannequin) will be introduced to delegates by the Tavcom team on Monday afternoon.
- **7.30pm** - an introduction to the conference activities and news of the latest User Group activities by the Director. This is followed by an **informal buffet supper** providing networking opportunities, enabling us to get off to an early start on the Tuesday morning.

Delegates strongly appreciated the **discussion forums / workshops** at previous conferences and so, of course, they are a fundamental part of the programme on **Tuesday and Wednesday**.

In fact there is so much going on throughout the 3 days, including many opportunities to network with your colleagues and fellow professionals, 'you just can't afford to miss it'.

Speakers and Topics - Operators & Opportunities

WELCOME—by our Chairman, ALEC HERD

Please note: presentations will not necessarily be in the order indicated, and might be subject to change.

INTRODUCTORY ADDRESS :

Speaker to be confirmed but watch this space !!

PAULINE NORSTRUM - Chair of BSIA CCTV Working Party, AD Network Video Group

Many 'End Users' will be aware of the important role of the BSIA as the 'trade association' for the industry but fewer might be aware of the valuable work of their CCTV Working Group. We are pleased to welcome Pauline to describe what they do and how they go about it.

ROB HUTTON - BAE Systems - Human Factors Group

Rob and colleagues at Selex-Galileo are conducting research into pro-active surveillance and the human factor operator issues associated with it. The presentation covers its motivation and the human factors perspective. This will be followed by a workshop session getting delegates involved in providing their perspective, issues and goals.

GAVIN SMITH - Lecturer in Sociology at City University London

Gavin is leading a new programme for an MA in Surveillance Studies having previously completed a PhD on the sociology of CCTV operation working closely with Grampian Police and Aberdeen PSS CCTV systems. The theme of his presentation will be the operators and emotions.

NICK STEADMAN - Tavcom Consultancy Group

Nick has worked on both sides of the covert surveillance industry, having been both poacher and game keeper, with considerable experience of carrying out covert surveillance for some well known Government departments and also advising and carrying out surveillance counter measures. An entertaining speaker of considerable experience.

NEAL COSTEN - G4S Security Services—Securing cash in transit by CCTV

Attacks on cash in transit vehicles and personnel are increasingly frequent and violent. G4S have developed a protocol with many LA PSS CCTV control rooms who will monitor the area prior to and during a cash delivery. Neal explains the arrangements with graphic images of the risks the personnel face. Can you help?



BARRY ROONEY - Visimetrics & PAUL ROBERTS - Link Integrated systems - CRIMEVIS - Video Analytics

Delegates will recall from a previous conference presentation that CrimeVis is a TSB Government sponsored research and development project undertaken by a consortium including Visimetrics, Link Integrated Systems, PERA, Loughborough University and others (including the CCTV User Group) to develop a rapid search facility capable of taking images from a wide variety of image formats. Prototypes are being developed and Barry and Paul will update delegates on progress.

Insp ROGER FOX - Sussex Police - Case Study

The Sussex Police have completed the first stage of an upgrade of the Brighton Control room by amalgamating 2 of their 4 control rooms into 1, and with the widespread use of IP, now makes the images available over the network to all police stations and criminal justice buildings. The approach follows one of the main recommendations of the National CCTV strategy and the second stage of the project will amalgamate the other 2 control rooms. Roger will outline the process and challenges they faced.

The future of video over IP? (speaker to be confirmed)

That is the question on many people's minds, but the case study at Sussex shows what can now be achieved. This presentation by an independent consultant looks at the advantages and any disadvantages of IP and how he expects it to be developed in the future. Will this presentation echo Dannie Parkes' concerns expressed at Manchester?

Open Forum on the National CCTV Strategy

Delegates will by now be fully aware of the overall approach and progress of the Strategy Programme Board, but feedback shows they want to be aware of, and involved in, the work of the various sub-groups. We hope members who sat on the sub groups will give a resumé of their work and progress and give delegates an opportunity to share their own thoughts.

EXPERTS FORUM:

Conference feedback shows that the presentations by consultants giving the benefit of their vast experience in particular facets is particularly useful to delegates, so we will be including this again. At this conference topics will include hot issues in the use of CCTV.

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