**CHECKLIST FOR CONDUCTING A HUMAN FACTORS ASSESSMENT OF CCTV CONTROL ROOMS**

***Important: read this before undertaking the Human Factors Checklist***

**Full instructions**

**Aims**

* This pro-forma of questions (‘**HF** **Checklist’**) is designed as a tool to support those who are interested in the benefits of applying basic human factors (HF) advice to CCTV control rooms at CNI or other relevant sites.
* The HF Checklist can be used by external assessors (for example, CTSAs or security advisors with responsibility for the site) in order to provide advice to site security managers. Alternatively, internal security managers can use the HF Checklist to provide a snapshot of HF issues relating to their own CCTV control room.
* **The HF Checklist assumes that the CCTV room operators carry out at least some pro-active monitoring as part of their job role**.
* The **HF Checklist** is designed to identify areas where HF advice or interventions for improvement might benefit a particular site. In general this advice should be provided by reference to the guidance document associated with the HF Checklist - the ‘**Human factors in CCTV control rooms: A best practice guide**’ (‘HF Guide’).

**Assessment process**

* External assessors should have read and be highly familiar with the **HF Guide** that acts as the key reference source and support in the assessment and advisory process. Internal assessors will also benefit from familiarising themselves with the **HF Guide** prior to conducting an assessment and subsequently it can be used as a manual to prioritise any HF interventions required.
* The principles and benefits of the HF approach are fully explained in the **HF Guide**, but are summarised in brief below. Since some CCTV/security managers, or operators, may lack knowledge of human factors, assessors might need to explain the benefits when first proposing an assessment.

**Why undertake an HF Assessment?**

Traditional approaches for improving CCTV control rooms have typically sought to satisfy technical requirements. The ‘human factor’, or the operator team, is often neglected but is equally as important in achieving the aims of the CCTV function.

The HF approach looks at creating a CCTV control room that is designed to support the activities of the control room staff in a particular environmental context and thereby ensure an effective CCTV function.

Human factors (HF) is a practice which applies research from psychology, engineering, physiology and other spheres to understand how a person interacts with his/her world. It’s about matching the needs and limitations of the human to the design of equipment, jobs and work environments within the context of the broader environmental and social context.

The potential benefits of the HF assessment include:

* Identifying areas for control room improvement
* Getting the best operator job performance
* Optimising the potential detection of incidents/crimes

With the above in place, there may be financial benefits in the longer term

* The **HF** **Checklist** consists of both manager and operator surveys/interview guides.
* For external assessors, responses using the former should be sought from first-line managers and/or supervisors as well as more senior management if possible. Ideally only one person should be interviewed at a time, especially for the more sensitive questions.
* Internal assessors can complete the manager survey themselves as well as seeking responses from other relevant managers/supervisors as above. The main thing to bear in mind is that honest responses are needed for the process to be effective.
* The operator survey is designed for use with CCTV operators; their perceptions may differ from that of management, therefore at least one of each type of respondent (manager/operator) should be interviewed. However, depending on the context, it is acknowledged that this may not always be feasible or advisable and discretion will apply. For assessors, when talking to operators, confidentiality and an assurance of anonymity are paramount.
* Using the **HF** **Checklist** responses, and the ‘answer key’ at the back of each questionnaire to interpret the responses, assessors can identify potential areas for improvement. Assessors should then refer the control room manager to the relevant section of the **HF** **Guide**, and if desired provide recommendations for the site that are based on those given in the **HF** **Guide.**
* Feedback to the site can be given in the appropriate way for the context and audience – in a similar way to when giving advice on other security issues. For example, this may be an informal face-to-face meeting, followed by a written report. It is suggested that information is structured using similar themes and headings to those used in the **HF** **Guide.**

**The questions**

* Questions are grouped under the key themes of **ORGANISATION, JOB** and **INDIVIDUAL**. These themes reflect those in the **HF** **Guide** and act as an organising framework to consider and address various issues – in practice it is acknowledged that some issues may cut across more than one category.
* Questions are organised to facilitate the flow of the interview, and they have been designed to be read out verbatim. However if the assessor desires, these can be worded in a different way; although this may affect the accuracy of the ‘answer keys’, in which case greater care should be taken when interpreting responses.
* Not all questions will be relevant for all sites. Relevance may depend on the operational requirements of the control room, the types of activities carried out and the security risks pertaining to a particular site. In practice, the wording and choice of questions may need to be adapted to suit the audience and site.
* Questions are open-ended apart from where otherwise stated (i.e.: ‘please tick’ or ‘yes/no’). Only brief notes are required, in order to remind the assessor of the response the interviewee gave when it comes to assessing the answers.

**Details of control room visit**

*This sheet can be filled out with help from the control room manager prior to the control room visit. The information derived from this form is likely to be helpful in interpreting the responses from the main interviews.*

|  |  |
| --- | --- |
| **General Site Information** |   |
|   |
| Premises |  |   |
| Address |  |   |
| Telephone/email |   |   |
| Contact name |   |   |
| **CCTV Control Room Details** |
|
| Size of CCTV operator team in total |  |
| Number of operators and supervisors day/ night shift | Day:  | Night:  |
| Tasks carried out by operators (other than CCTV monitoring) |  |
| Operators employed directly by site or through third party contractor? |  |
| Sites monitored | Local:  | Remote:  |
| Location of control room |  |
| Total number of cameras |  |
| Common site incidents/issues detected by the CCTV function |   |
| ***ASSESSOR******SIGNATURE*** |   |
| *PRINT NAME* |  |
| *Date(s) of site visit(s)* |  |