

**Why not apply now?**

Please complete the form IN CAPITALS and return it to the address or fax number below. One form is required for each individual to be involved (Corporate Membership covers 6 individuals from the same organisation).

Title and full name	
Job Title	
Name of organisation	
Address	
Postcode	
Telephone number	
Email address <i>(personal not sales@)</i>	
Organisation website	

**Membership category applied for**

<input type="checkbox"/> End User Organisation (Local Authorities, Police, Universities, Housing, NHS, Commercial, Retail, Transport, etc)	Fees £275 plus VAT pa
<input type="checkbox"/> Service Company – 15 or fewer employees	Fees £300 plus VAT pa
<input type="checkbox"/> More than 15 employees	Fees £350 plus VAT pa
Order No (if required)	

**Payment Options**

<input type="checkbox"/> Cheque to The CCTV User Group Ltd BACS – contact us for details	A VAT invoice will be sent to you on receipt of the application 
<input type="checkbox"/> Credit Card – online or phone	
<input type="checkbox"/>	

I and my organization fully support the aims and objectives of the CCTV User Group and submit this application

*sign here*

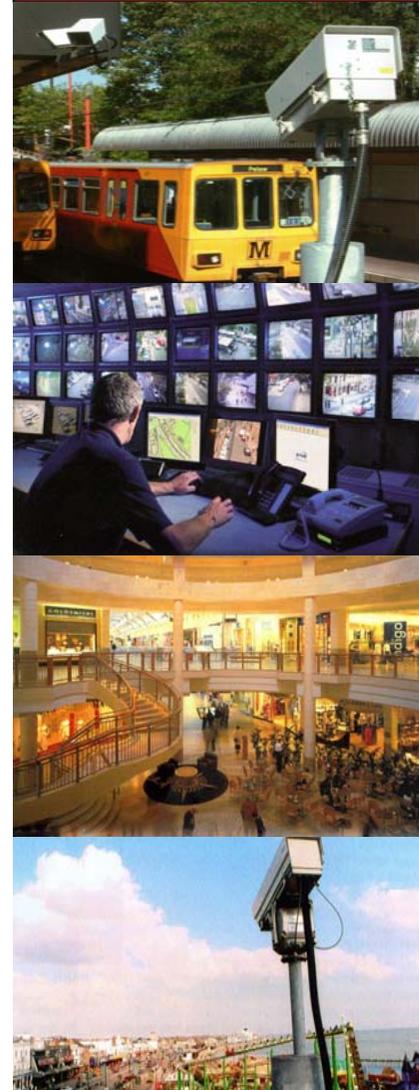
**Membership Information**

**What is the User Group?**

The CCTV User group is a UNIQUE membership driven organisation representing the needs and diversity of the end users of CCTV.

The CCTV User Group is the pre-eminent, independent body for UK public space surveillance with over 500 member organisations and over 800 people involved.

The CCTV User Group promotes 'best practice' in the management and operation of CCTV systems through a variety of networking opportunities and model documents.





*Welcome to the CCTV User Group -*

*Thank you for expressing this interest in who we are and what we do. In this leaflet we have attempted to give you a taste of the organisation, its members and ethos.*

*As an organisation we appreciate there is massive public support for Public Space Surveillance CCTV around the UK, fuelled by all the media publicity of major incidents when it has been instrumental in identifying the perpetrators. We would like to keep it that way. In the same manner as the media promote a positive image for CCTV, if there were one major incident of abuse, the media could cause the loss of that public confidence.*

*Our members understand the responsibilities of managing and operating an effective Public Space Surveillance CCTV system. After all that is why they are members !*

*Our role is to help them in that task by developing and sharing 'best practice' through networking and communication.*

*Above all we are a friendly, professional organisation, where we try to make members feel valued. We appreciate their continuing and growing support, and we thank you too, for considering membership for your own organisation.*

*Peter Fry (Director)*



## Recognising and Rewarding Excellence

### Operator Team of the Year

Each year we invite our members to nominate a team of CCTV Operators for this award which, at a national level, recognises the critical role the operators play in any effective CCTV system.

We have made it a team award as, whilst individual operators can and do excel, the overall effectiveness of the system inevitably depends upon teamwork.

### The Management and Innovation Award

This award recognises the role of the manager and the organisation in seeking continual improvement in the effectiveness of their CCTV system. Innovation can be in terms of procedures, funding, partnership or management initiatives, as well as technical initiatives.

The recipients of such awards are featured in the relevant issues of our magazine, CCTV Image, to share their experience with all other members.

## What's our future?

CCTV continues to change in complexity, making ever more technical advances and is increasingly at the heart of many diverse security solutions.

The CCTV User Group plans to meet those challenges with improvements in our administration and support to members through key individuals and focus groups, greater web-based services, reaching out to the regions and being robust in our relationships with the government and regulators whilst maintaining our core business of delivering value.

People matter in equal measure to the technology. We aim to meet the needs of new users, those new to a CCTV related role and many who are in the industry and want to extend their knowledge and development.

We will be active in lobbying on members' issues, promoting our profile through media and networking opportunities and leading with best practice in the UK, increasingly in the EU and with our wider international contacts.

We will continue with our support of the international TV and newspaper media who frequently contact us for comment on national issues and information about the use of CCTV in the UK.

Our membership is our most valuable resource. We will work hard to grow in number and diversity to improve our knowledge, understanding and services to all our members.

**Be part of it... For more information visit [www.cctvusergroup.com](http://www.cctvusergroup.com)**

*To join, please complete the form on the back cover and send or fax it as stated, or follow the on-line process.*

## How can the Group influence CCTV policy?

We are proud of the excellent professional relationships we have with:

- The Information Commissioner's Office
- The Surveillance Commissioner's Office
- The Home Office, Northern Ireland Office and the Scottish Executive
- ACPO
- The Security Industry Authority
- Skills for Security and many other organisations

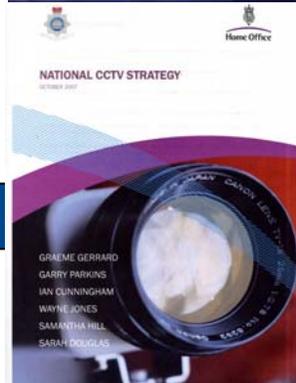
These relationships help ensure that the users expertise is recognized and respected. We benefit from a deeper insight into their aims and objectives, which helps frame the detailed advice we give to our Members.

## Why 'reinvent the wheel'?

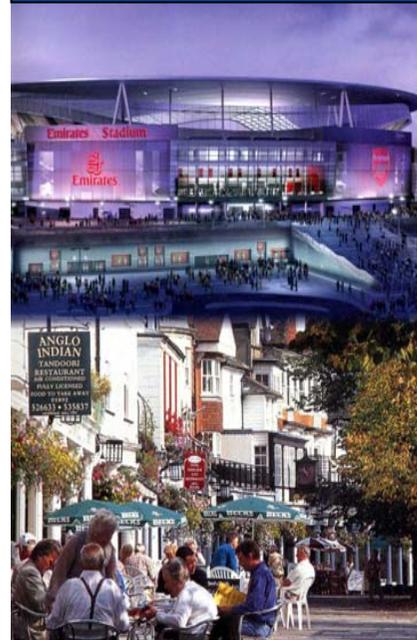
Shared knowledge and practical solutions are delivered to members through key individuals providing voluntary work on the Chairman's Group or UK Standards Board.

We have an extensive library of model documents including:

- Codes of Practice and Procedures
- Legislative guidance
- Planning and Maintenance
- Financial and Personnel Issues.



## How Could You Contribute?



Simply – by sharing your expertise and experience with other members. There are a variety of opportunities for doing this, in the discussion forums and presentations at conferences, involvement in the UK CCTV Standards Advisory Board, at regional meetings, or in our magazine – CCTV Image.

Whether your expertise is using CCTV for crowd safety at sports events, community safety in the town or city centre, residents' safety in housing, students' safety in universities or customer safety in the retail, transport and commercial environments, we can all learn from each other, and members are encouraged to get involved.

## But I am new to CCTV

Everyone has been in that position at some time, and it can be a steep learning curve. But with the Group and its 800 other members to help you, you can flatten that curve and gain in confidence whilst enjoying meeting fellow professionals in the exciting world of CCTV.

## Why should you join?

We offer professional and varied services which we constantly review to maintain our position as the pre-eminent organisation representing the diverse users of CCTV.

We work closely with government bodies including the Home Office, ACPO, the Information and the Surveillance Commissioners, and the Security Industry Authority, as well as many other security industry organisations, media links and service providers, to ensure the 'users' voice is heard.

We ensure that our advice and support is relevant, accurate and up-to-the-minute. We provide essential individual guidance and support to every member who requires it. Above all, we are a friendly dedicated organisation where members can, and do, feel valued.

## Who can join?

Corporate Membership is open to you and your company or organisation if it is professionally involved with the planning, operation, management, use, supply or installation of CCTV equipment.

Our core membership will always be the end users in local government, housing associations, police, universities, health trusts, shopping centres, retail and commercial users and transport organisations.

Membership is not exclusive to 'end users' as many service providers support the aims and objectives of the CCTV User Group as well as serving the public and private users of CCTV.

A directory of member companies is provided in every issue of CCTV Image magazine and on our website. Corporate membership is available for up to six named individuals (to include job titles), from the same organisation or company (which may be added or deleted without any additional charge at any time during your membership term).



## What's our history?

We formed in 1996 when the use of CCTV in public areas was growing and there was a dearth of guidance, regulation and standards available to protect groups and end users. The stream of government funding in the late 1990's hastened the growth to the extent of public space CCTV coverage we see today. Initially supported by a commercial company, we gained our independence in 1999 and now operate a wholly independent business solely for the benefit of our membership and the CCTV users community.

We are proud of our leading position based on shared knowledge and expertise from all sectors of the CCTV industry.

## What are our values?

Our vision is to sustain our role in leading, working and delivering on behalf of our members. We will do this by:

- Providing uncompromising service
- Listening to and understanding members' issues
- Proactively representing members at all levels with the highest standards
- Embracing the expertise, knowledge and support of service providers to help the end user
- Conducting business with integrity, free of any commercial influence.

[www.cctvusergroup.com](http://www.cctvusergroup.com)

[www.cctvimage.com](http://www.cctvimage.com)

## What are the benefits?

### Help and advice – by phone or email

And if we don't know (and no one person is the fount of all knowledge about CCTV), try.....

### Our Websites

Membership provides access to an unrivalled source of information, advice and opportunity. Our main portal is our new website: [www.cctvusergroup.com](http://www.cctvusergroup.com) which provides access to a wide range of member-only information including a discussion forum involving all 800 members, and so if we don't know, another Member is bound to be able to help you, and you can use your expertise to help others.



End users also have access to [www.cctvusergroup.co.uk](http://www.cctvusergroup.co.uk) where they can upload their monthly performance statistics and compare, in total anonymity, their performance against others in a variety of categories.

### CCTV Image Magazine

Is our own, official bi-monthly magazine – dedicated to the dissemination of information and best practice in CCTV surveillance: FREE to members! [www.cctvimage.com](http://www.cctvimage.com)



### Autumn and Spring National Conferences

Our residential conferences are unique. They are a subtle blend of nationally and internationally recognised speakers, and an exhibition, but they are designed from the outset to meet the critical need for formal and informal networking opportunities. Be there to reap the benefits.

*Be in it to benefit!*



[www.cctvusergroup.com](http://www.cctvusergroup.com)

[www.cctvimage.com](http://www.cctvimage.com)