

CLEARWAY INSITE BODY CAMERAS

CASE STUDY

HERITAGE INSTITUTION

Corps delivers security services at a heritage institution in London, supporting the protection of nationally significant collections, staff and visitors within a highly public-facing heritage environment. The service combines 24/7 guarding, access control, patrols and control-room supported monitoring, tailored to balance public access with rigorous security requirements. This approach ensures continuity of operations while preserving the open, welcoming character of a nationally important heritage estate.

CHALLENGE

Our client operates within a public-facing heritage environment, where Security Officers regularly engage with members of the public, contractors, and visitors. While maintaining a welcoming presence is essential, officers can occasionally be exposed to confrontational or unpredictable situations.

Our client identified a need to:

- Enhance personal safety for Security Officers working in visible, public-facing roles
- Provide greater confidence and reassurance to officers when interacting with the public
- Ensure incidents, interactions, or challenges could be accurately evidenced if required

SOLUTION

To address these challenges, Clearway inSite body-worn cameras were deployed across the security team. The cameras provide:

- A highly visible deterrent, encouraging positive behaviour from members of the public
- Continuous recording capability, ensuring incidents are captured from start to finish without reliance on manual activation
- Clear, objective footage to support incident reporting, investigations, and learning reviews

The continuous recording feature proved particularly valuable, as previous feedback had shown that relying on officers to activate recording during escalating situations was not always practical or realistic. With Clearway inSite, officers can focus on managing situations safely, confident that interactions are being accurately recorded.

A key additional benefit of deploying BS8484-compliant Clearway inSite body-worn cameras is the enhanced protection they provide from a lone worker safety perspective.

As Security Officers often operate independently across public-facing heritage spaces, the body cameras form part of a recognised lone worker safety framework, ensuring that officers have a reliable and accredited means of raising an alert in an emergency. BS8484 compliance ensures that alerts are handled through the Corps Monitoring Centre, our NSI Gold-accredited Alarm Receiving Centre (ARC). This enables fast and structured escalation rather than relying solely on traditional emergency call routes.

This capability significantly reduces emergency response times, as incidents can be assessed quickly and escalated directly to the appropriate support or emergency services when required. Importantly, the live and recorded footage provides immediate situational awareness, allowing responders to understand the nature and severity of the incident before arrival, improving both outcomes and officer safety.



THE RESULTS

The deployment of Clearway inSite body cameras has delivered clear operational and wellbeing benefits.

Key outcomes include:

- Increased personal safety for officers, with staff reporting greater confidence when working in public-facing roles
- A reduction in the escalation of incidents, as the visible presence of body cameras acts as a deterrent to inappropriate behaviour
- Improved incident evidence, providing clear, time-stamped footage to support investigations and decision-making
- More accurate reporting, reducing ambiguity and reliance on retrospective written statements
- Enhanced transparency and professionalism across the site

For our client, the body cameras have not only improved officer wellbeing but also strengthened overall security governance.

To find out more about how Corps Security can help with your security provision visit:
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