



# APPENDIX 1 - SPECIFICATION FOR CCTV MONITORING AND MOBILE SECURITY PATROL

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## COMMUNITIES

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## **1. Introduction**

- 1.1 Bournemouth, Christchurch and Poole Council (BCP Council) are seeking tenders for the operation of the CCTV System Control Room Monitoring Services from the CCTV control room, located at Dorset Police Divisional Headquarters, Madeira Road, Bournemouth.
- 1.2 The successful supplier will be required to manage the CCTV control room staff as well as staff carrying out mobile patrols of the Council's car parks and promenade.

## **2. Scope**

- 2.1 The Supplier is to supply properly trained, licensed and accredited CCTV monitoring staff in line with the requirements of the Private Security Industry Act 2001 ("the PSIA") and comply with future legislative requirements regarding the licensing of operators to operate public space surveillance systems to be located at the Councils CCTV facility located in Dorset Police Divisional Headquarters, Madeira Road. The supervisory or management provision of the CCTV monitoring staff and service will be carried out by the Supplier outside of the monitoring requirement and will be borne by the Supplier to ensure compliance with British standards 7958 and 7858.
- 2.2 The supplier is to supply trained, licensed and accredited Static or Door Supervisor staff who will also hold a CCTV (PSS) Operator qualification in line with the requirements of the Private Security Industry Act 2001. The purpose of this post is to supply a deterrent security service in the Council Car Parks, Promenade and Buildings in accordance with schedules provided by BCP Council.
- 2.3 The Council requires a total of eleven CCTV operators to be supplied in order for continuous monitoring of the system 24 hours each day, 365 days a year. The supplier will be required to staff the CCTV control room for a minimum of 413 hours per week. This will comprise various shift patterns ranging from 15 hours to 52 hours per week. The hours of working may be amended by the system manager provided the adequate notice as stated below is given. Two of the eleven operators are currently employed by BCP council and will be subject to TUPE.
- 2.4 The Council requires two licensed (Door Supervisor and CCTV) operators for the mobile patrol of the Council's Car Parks and additional CCTV duties, working a 12-hour shift pattern 1900hrs-0700hrs, 365 days per year. The mobile patrol of the council's car parks and promenade will be based on a 4 nights on, 4 nights off shift pattern totaling 84 hours per week. The cost for this service will be met by Parking Services.
- 2.5 The Contractor must ensure that the required staffing levels are maintained at all times and staff resources or contingencies must be sufficient to enable this. Should further monitoring be required on a short-term basis then the staff will be supplied at the tendered hourly rate.
- 2.6 The Council shall have the right of removal and replacement of any members of the Contractors staff engaged in the provision of this service if, in the Councils opinion that member of staff is unsuitable for the performance of the service or not carrying out their duties in a satisfactory manner.
- 2.7 The CCTV operators and Mobile Patrol staff are to be supplied within the tendered rate (regardless of when worked and including short-term increases in monitoring staff requirements) which may be increased on February first of the following year by CPI. Any increases in costs must be clearly demonstrated by the supplier and agreed with the CCTV Manager.

- 2.8 The Council reserve the right to amend the number of CCTV cameras, whether by expanding its monitoring client base (including both private and public organisations) or by increasing / decreasing its CCTV cameras without affecting the monitoring and mobile patrol specification (unless the Council utilise its 30% amendment clause detailed below).
- 2.9 The Council reserve the right to amend the level of monitoring hours and mobile patrol by 30% providing three months' notice is given to the contractor without affecting the scheduled hourly tendered rate or incurring costs to the Councils.
- 2.10 This specification is not exhaustive and provides a general overview of the requirements and expectations of the Contractor in providing its CCTV Monitoring and Mobile Patrol of Car Parks service during the agreement period.
- 2.11 The Council will require the supplier to provide an 'out of hours' helpline response service for car parks within the BCP area. These duties will be covered by CCTV staff.
- 2.12 The prospective agreement is for a period of five years, with the potential of a further two one year extensions (therefore potential seven years in total, however the Council is under no obligation to utilise this extension).

### **3. Background**

- 3.1 This section deals with the daily operational activities of the CCTV Control Room to give guidance in evaluating the service requirements.
- 3.2 The objectives of the CCTV System are to:
  - 1. Assist in the detection of crime by providing evidence in criminal proceedings.
  - 2. Deter crime, improve public safety and enhance the general public's perception of safety.
  - 3. Assist in the prevention and reduction of public disorder and anti-social behaviour.
  - 4. Assist the tracking and apprehension of persons who are suspected of having committed a criminal offence.
  - 5. Assist in identifying witnesses.
  - 6. Promote the objectives of Dorset Police and the Safer Communities Partnership with regard to the "Make Dorset Safer" campaign.
  - 7. To assist in the overall town centre management of Bournemouth, Christchurch and Poole.
  - 8. To assist the Employer in its enforcement and regulatory functions within BCP and traffic management.
- 3.3 The system comprises 570 Public Space Surveillance (PSS) cameras. The Control Room comprises 3 Monitor walls and 5 control positions.
- 3.4 A close working relationship has been formed with the CCTV Control Room and Dorset Police. These relationships are to be maintained and improved upon by close co-operation and constant review of working practices. These will be reviewed at each monthly meeting.
- 3.5 The system is being constantly upgraded and improved and it is anticipated that during the contract period further cameras will be added or possibly cameras reduced to the system and operating systems and functions may change.
- 3.6 The Contractor will be required to work with the Contract Manager to adopt changes and improvements when required to enhance the performance of the CCTV Control Room.

- 3.7 The command and control is a Synectics reporting system using both touch screens and keyboards to all workstations. There is a separate Video Management System, Veracity i-comply, for access to BCP council properties, alarm monitoring and deployable cameras.
- 3.8 Recording is carried out in digital format.
- 3.9 The supplier will be required to work closely with the Council's contracted maintenance supplier, Chroma Vision Limited, to ensure that the system is kept functional.
- 3.10 The mobile patrol involves twice nightly checks of 25 car parks and patrols of the promenade. Five of these car parks and both piers have gates which need to be locked and unlocked during each shift. In addition to this there is a requirement to lock and unlock gates within Bournemouth town centre each night.
- 3.11 Radios exist in the Control Room to communicate to the following groups:
- Dorset Police Control Room, Bournemouth, Christchurch and Poole – QC
  - Bournemouth Town watch - Night time economy
  - Bournemouth Shop watch – Day time economy
  - Boscombe Shop watch - Day time economy
  - Christchurch Town watch - Night time economy
  - Christchurch Shop watch – Day time economy
  - Poole Town watch – Night time economy
  - Poole Shop watch – Day time economy
  - Parking wardens - Lone worker monitoring
- 3.12 The Council's operational partners for the CCTV Monitoring and Mobile Patrol of Car Parks are:

**Bournemouth, Dorset and Poole Crime and Disorder Partnership** – working with Dorset Police, monitoring their radio system, assisting in the prevention and detection of crime, public safety and the exchange of information.

**BRRC Bournemouth Retailers Reducing Crime** – working with the business sector for monitoring day-time economy radios and assisting in the prevention and detection of crime and public safety.

**BABAC Boscombe Area Businesses Against Crime** – working with the business sector for monitoring day-time economy radios and assisting in the prevention and detection of crime and public safety.

**Bournemouth Townwatch** – working with the business sector for monitoring night-time economy radios and assisting in the prevention and detection of crime and public safety

**Poole Shopwatch.**- working with Dolphin Centre security and the business sector for monitoring day-time economy radios and assisting in the prevention and detection of crime and public safety.

**Poole Townwatch** – working with the business sector for monitoring night-time economy radios and assisting in the prevention and detection of crime and public safety

**Christchurch Shopwatch** – working with the business sector for monitoring day-time economy radios and assisting in the prevention and detection of crime and public safety

**Christchurch Townwatch** – working with the business sector for monitoring night-time economy radios and assisting in the prevention and detection of crime and public safety

**BCP Council Highways and Parking services** - working with the Highways Control Room and parking attendants for traffic management, emergency response to traffic incidents and staff safety.

3.13 The Council's Data exchange partners for the CCTV Monitoring and Mobile Patrol of Car Parks are (these are core clients, but the list is not definitive):

- BCP Council
- Dorset Police.
- Those parties listed in the Information Sharing Agreement

3.14 The Council's Technical working partners for the CCTV Monitoring and Mobile Patrol of Car Parks are (these are core clients, but the list is not definitive):

- Dorset Police
- BCP Council Highways
- BCP Council Parking services
- Chroma Vision Limited (CCTV System maintenance contractor)
- Synectics (CCTV Equipment)
- Veracity i-comply (CCTV Equipment)
- Capcom (Radio equipment)

3.15 The operational activities undertaken in the CCTV Control Room are:

- Digital recording
- Radio systems
- Monitoring of the CCTV Maintenance contract
- Proactive and reactive use of the cameras
- Recording of all incidents
- Saving, reviewing and providing evidence to partners
- Operation of car park help points and barriers

#### **4. GENERAL REQUIREMENTS**

4.1 The Council requires the supplier to provide licensed CCTV Operators to the CCTV Control Room located in Dorset Police Divisional Headquarters, Madeira Road, Bournemouth. In addition to this there is also a requirement to carry out an out of hour's mobile patrol of the Council's car parks.

4.2 The supplier is to supply trained, licensed and accredited Static or Door Supervisor staff who will also hold a CCTV (PSS) Operator qualification in line with the requirements of the Private Security Industry Act 2001. The purpose of this post is to supply a deterrent security service in the Council Car Parks and Buildings in accordance with schedules provided by BCP Council. The vehicle and associated running costs (fuel, insurance and maintenance) in relation to the mobile patrol service, will be met by the Council.

4.3 The Council requires two licensed (Door Supervisor and CCTV) operators for the mobile patrol of the Council's Car Parks and additional CCTV duties, working a 12-hour shift pattern 1900hrs-0700hrs, 365 days per year.

- 4.4 The mobile patrol currently involves twice nightly checks of 25 car parks situated within the borough. Five of these car parks have gates which need to be locked and unlocked during each shift. In addition to this there is a requirement to lock and unlock six gates within the town centre each night. Please be aware that the scope of the mobile patrol of car parks may change throughout the length of the contract.
- 4.5 Failure to provide the level of service as indicated above without just cause or reason will result in a reduction in payment to the Contractor. Persistently reduced employee levels will result in termination of the Contract.
- 4.6 The CCTV Monitoring service may expand to meet increases in camera locations, building and panic alarms and other employer needs including remote site monitoring and seasonal operations such as summer planning. The supplier shall, in consultation with the Employer, provide additional CCTV Operators at the same rate and conditions tendered.
- 4.7 The Contractor and its employees shall adhere to the Employer's Code of Practice, Operational Procedures and Airwave Code of Practice without exception (see 'Appendix 7 - BCP Code of Practice'). The supplier will be required to co-operate with the Contract Administrator in preparing a formal document of assignment instructions, one copy of which will be provided to each CCTV Operator who will read and signify their understanding of the contents thereof by signing the document in the presence of the Contract Administrator. One copy will be held by the supplier and one by the Employer.
- 4.8 Any employee absences must be filled by extending an existing tour of duty or by immediate replacement by another member of the Contractor's employees who has been approved by the Contract Manager and is licensed to work within the CCTV Control Room. No third-party Contractor shall be permitted to be used for cover.
- 4.9 Any supervisory visits by the supplier must be arranged in advance with the Contract Manager, including visits by the Contractor's managers to carry out special spot checks on their employees. The Contract Manager may choose to be in attendance. The visitors log must be signed whenever visits are made to the CCTV Control Room.
- 4.10 Access to the CCTV Control Room will be via a secure outer door to the building and numbered code to the room. Access to refreshment facilities and a rest room is on the same floor as the CCTV Control Room.
- 4.11 The supplier will be responsible for familiarising its employees with the area of operation and any conditions relating thereto.
- 4.12 The supplier shall be responsible for all onsite training and system competency skills for its employees and shall produce a training and review procedure for all CCTV Operators based on equipment and procedures used in the CCTV Control Room. Each employee shall have a training record book recording their on-site training achievement and levels of knowledge. All CCTV Operators must hold a current first aid certificate.
- 4.13 All members of staff supplied in relation to this contract are required to undergo full Dorset Police vetting.

## **5. STAFFING LEVELS**

- 5.1 The Council requires a total of eleven CCTV operators to be supplied in order for continuous monitoring of the system 24 hours each day, 365 days a year. The supplier will be required to staff the CCTV control room for a minimum of 413 hours per week. This will comprise various

shift patterns ranging from 15 hours to 52 hours per week. The hours of working may be amended by the system manager provided the adequate notice as stated below is given.

- 5.2 The Council requires two licensed (Door Supervisor and CCTV) operators for the mobile patrol of the Council's Car Parks and additional CCTV duties, working a 12-hour shift pattern 1900hrs-0700hrs, 365 days per year. The mobile patrol of the council's car parks and promenade will be based on a 4 nights on, 4 nights off shift pattern totaling 84 hours per week.
- 5.3 The Councils reserve the right to amend the level of monitoring hours and mobile patrol by 30% providing three months notice is given to the contractor without affecting the scheduled hourly tendered rate or incurring costs to the Councils.
- 5.4 A CCTV Manager will be employed by BCP Council. The CCTV Manager will act as the Contract Manager monitoring the CCTV Monitoring and Mobile Patrol Service provided by the supplier.
- 5.5 The majority of CCTV reviews and downloads will be carried out by Dorset Police personnel.
- 5.6 The supplier will be expected to ensure there are licensed relief CCTV Operators to cover sickness and holidays. Only designated and vetted employees assigned to the CCTV Control Room should be used for relief work.
- 5.7 There is a requirement for staff to provide an 'out of hours' response service on behalf of the Employer, between the hours of: 1800hrs and 0830hrs Monday to Friday and 1630hrs Friday to 0830hrs Monday. Calls may include requests for keyholders for council premises, escorting members of council staff to premises and parking related issues from car park users via the parking helpline buttons on parking machines.
- 5.8 It is an essential element within the CCTV Control Room to have a continuous and consistent team. The supplier shall demonstrate how they will assign a team to the Contract and the method by which sickness and holidays are covered by the Contractor. **NO** untrained or third-party security employees will be permitted on site.
- 5.9 The CCTV System is strictly controlled under GDPR/DPA, The Protection of Freedoms Act and the Human Rights Act. The Contractor shall demonstrate their understanding of the requirements of these Acts and ensure that all employees understand their responsibilities under these Acts.
- 5.10 The Employer reserves the right at its sole discretion and without liability to reasonably have removed from site any person deemed to have breached these rules.
- 5.11 The supplier shall demonstrate the method of logging on for time management of employees to a central control and how this is achieved.

## **6. RESPONSIBILITIES OF CONTROL ROOM CCTV OPERATORS**

- 6.1 The CCTV Operator's primary role is to monitor all screens in the monitor stacks by patrol or continuous observation and to liaise with partners and stakeholders to ensure continued good practice in accordance with current operating procedures. The supplier will, without exception, ensure that its CCTV Operators comply with current working policies and practices detailed in the Code of Practice (see 'Appendix 7 - BCP Code of Practice'), and the Control Room Operations and Procedures Manual which is based in the CCTV Control Room. From time to time the supplier may be required to review all operating procedures and to update them or write new operating procedures in liaison with the CCTV Manager.



- 6.2 To monitor all screens in the monitor stack by patrol or by continuous observation with the intention of detecting incidents or monitoring a situation or incident under their own initiative, or as directed by Dorset Police or another approved agency.
- 6.3 On detecting an incident, to closely monitor occurrences on the appropriate desk monitor, notifying the Police by radio or direct telephone line, transmitting the appropriate picture to the Police Control if requested to do so and recording the incident details in the Incident Log Book provided and on the Synectics or Veracity i-comply reporting systems.
- 6.4 To maintain all electronic records and log books within the CCTV Control Room as follows:-
- operator incident logs
  - photographic logs
  - visitor log
  - review and download logs
  - maintenance log
  - all other logs as required to ensure the smooth and efficient running of the CCTV Control Room, to enable full continuity and confidentiality of information.
- 6.5 To ensure that any evidential material is produced in accordance with the Code of Practice and Control Room procedures.
- 6.6 To notify supervisory employees when additional recording medium is required.
- 6.7 To notify supervisory employees when the logbooks require renewal.
- 6.8 To notify the maintenance contractor and supervisory employees of any repair or maintenance requirements to CCTV equipment and to enter the details on the Synectics or Veracity i-comply reporting system.
- 6.9 To notify BT and supervisory employees of any repair or maintenance requirements to BT signaling equipment and entering the details on the Synectics or Veracity i-comply reporting system.
- 6.10 To keep the equipment and surfaces in Control Room and rest area in a clean and tidy condition. The supplier shall supply all cleaning materials as appropriate for the respective surfaces.
- 6.11 To carry out additional tasks identified elsewhere and as directed by the Contract Administrator or Contract Manager and confirmed in writing.
- 6.12 To report any faults with cameras to the CCTV Manager.
- 6.13 Please see 'Appendix 8 – CCTV Operator Job Description' for further details on the responsibilities of each CCTV Operator.

## **7. RESPONSIBILITIES OF MOBILE PATROL STAFF**

- 7.1 The purpose of this post is to supply a deterrent security service in the Council Car Parks, Promenade and Buildings in accordance with schedules provided by BCP Council.

- 7.2 Mobile Patrol staff will also be licensed to use the systems CCTV and will be expected to adhere to the same procedures as CCTV operators. In addition to this they will be expected:
- 7.2.1 To have successfully completed the training course for the award of a Static or Door Supervisor and CCTV (PSS) Operator qualification from an SIA recognised Awarding Body e.g. NOCN, Edexcel, City & Guilds or Asset. To be in possession of a valid SIA Licence for the sector you are working in or have your application for such in the SIA clearing system under the Approved Contractors Scheme.
  - 7.2.2 To maintain personal standards of appearance whilst on shift and to ensure their dress is in good order at all times as outlined in the site Assignment Instruction. Ensure proper identification is carried.
  - 7.2.3 To visit and patrol via schedule provided along with additional reasonable instructions from a supervisor/manager.
  - 7.2.4 To carry out full security check on site in order to fulfil the Council's objectives.
  - 7.2.5 To record all events and actions taken in a clear, legible and accurate format. Record these onto a computerised format and any other media required.
  - 7.2.6 To liaise with the Duty Controller, ensuring that the Mobile Patrol Schedule is being met and to attend any incidents so that the supplier's contractual obligations are fulfilled.
  - 7.2.7 Report emergency incidents to the BCP CCTV Control Room in accordance with the Assignment Instruction. Notify emergency services if required.
  - 7.2.8 Liaise with Dorset Police for emergency incidents requiring immediate action.
  - 7.2.9 To ensure all equipment is functioning correctly, carry out equipment checks as required, and to inform immediately all required personnel of faults found. Report all faults in accordance with the Assignment Instruction.
  - 7.2.10 To communicate with BCP Council's other units and external agencies in a professional and courteous manner at all time.
  - 7.2.11 To maintain regular communication with their companies or BCP CCTV Control Room and to remain contactable at all times while on duty.
  - 7.2.12 To undertake any special operational duties as required or instructed by management and perform any other tasks or duties which the person is reasonably expected to or instructed to undertake.
  - 7.2.13 To understand and follow site Assignment Instructions as issued by the supplier and the site Manager.
  - 7.2.14 To pay due regard to the Council's Health & Safety Policy. Conduct check calls as required by the site Assignment Instruction. Make safe potentially hazardous situations.
  - 7.2.15 To promote a positive view towards the Council, the customer and other staff.
  - 7.2.16 To report to management, any faults or defects that may prevent you from carrying out their duties efficiently

7.2.17 To pay due regard to the Council's Equal Opportunity Policy.

7.2.18 To adhere to all Council rules and regulations

7.2.19 To act as relief to cover other staff duties during periods of absence, as and when required

7.2.20 To ensure that their duties are booked on and off through the Council's system, to record all rest breaks and to report to the Duty Controller any incidents encountered during patrols.

7.2.21 To carry out other reasonable duties as may be assigned from time to time by Management.

7.3 Please see 'Appendix 9 – Mobile Patrol Job Description' for further details on the responsibilities of each CCTV Operator

## **8. CCTV MANAGER**

8.1 The CCTV Manager will be employed by BCP Council and will act as the Contract Manager monitoring the CCTV Monitoring and Mobile Patrol Service provided by the supplier.

8.2 The CCTV Manager will ensure that the CCTV system is used in accordance with the objectives defined in the Code of Practice and relevant legislation.

8.3 The supplier will be expected to work with the CCTV Manager to ensure that all training and documentation carried out by the supplier to the Council's approval.

8.4 The CCTV Manager will take responsibility for all liaison activities between the Employer's units, Dorset Police and the maintenance contractors.

8.5 The CCTV System has a high profile role within Bournemouth, Christchurch and Poole. The CCTV Manager shall attend public and Employer meetings representing the CCTV operations.

## **9. CONFIDENTIALITY**

9.1 Every aspect of the System is confidential and should not therefore be discussed outside the CCTV Control Room. In particular, details of the areas covered by the cameras at various times of the day or night must under no circumstances be passed to third parties. This includes verbal communication and materials including discs, photographic prints, data and all forms of written information.

9.2 Material that is recorded, printed and written within the CCTV Control Room together with discs, photographic material, logs and plans is the sole property and copyright of BCP Council. Any publication, resale or disclosure of the information by the Contractor or its employees or agents will result in disciplinary action being taken by BCP Council and may result in a criminal action being brought by the Police and/or termination of the Contract.

## **10. CODES OF PRACTICE**

10.1 All users of the CCTV Control Room shall adhere to the Employer's codes of practice as listed below, which form part of the Contract:-

- The Employer's and Dorset Police's Code of Practice for the CCTV Control Room
- Airwave Code of Practice and CCTV Control Room Operations and Procedures Manual

10.2 The System is registered under the GDPR/Data Protection Act and therefore all information gathered within the CCTV Control Room and stored in any way, including on disc digital recorders or photographic prints, will be subject to the proper procedures under the Act.

## **11. TRAINING**

11.1 The supplier shall ensure and provide proof that each CCTV Operator has undergone full and approved training as a CCTV Control Room Operator in accordance with the SIA standards before commencement of work on site.

11.2 The supplier shall ensure that all CCTV operators hold a current first aid certificate before commencement on site.

11.3 The supplier shall provide a qualified trainer, at no additional cost to the Employer, to assist in refresher training in the use of CCTV, legislation and first aid. The Contract Administrator in conjunction with the CCTV Manager shall carry out site specific and operational training, for example, fire and chair evacuation training, and training in the Synectics and Veracity i-comply incident reporting system.

11.4 The Contractor shall demonstrate career grade progress through its organisation for its CCTV Operators and the method by which progression can be achieved.

## **12. CAMERA PATROLS**

12.1 Every camera will have at least one "Home" position (possibly more), for prime areas of surveillance as determined by the Police and identified within the CCTV Control Room Operations and Procedures Manual and camera guides. However, pro-active camera patrols must be carried out at regular intervals. These may vary due to the time of day and local intelligence.

## **13. WRITTEN REPORTS**

13.1 Incident reports shall be submitted in a standard format on the Synectics and Veracity i-comply reporting system and will be monitored by the CCTV Manager. Reports shall include the following:-

- Time the incident commenced and its duration.
- Whether the incident was prompted by a Police, Pub watch or Shop watch request, or by operator action.
- Describe briefly what was seen - in particular the number of persons, male or female, approximate ages, who did what, etc.
- Whether the incident was saved to the evidence locker.
- Sequence of events and, if possible, the time at which each event occurred.
- Police response, if any.
- Final outcome of the incident (seek clarification from the Police if necessary).
- Any further information the operative feels is relevant.

## **14. ACCESS TO INFORMATION**

- 14.1 The prime purpose of the Employer's CCTV System is to deter crime and, where that fails, to provide quality evidence to aid detection and conviction of offenders. The Police may exercise their right to access evidential material for their own use and may seize discs or other evidence under their official powers.
- 14.2 On being informed by the Police that information is to be retained, the CCTV Operators will be expected to adhere strictly to the procedures laid down in the CCTV Control Room.
- 14.3 All requests from any other source for discs or copies of incidents are to be refused and the request logged and referred to the Control Room Manager.
- 14.3 The Employer's policy for Recording Data is as set out in the Code of Practice.
- 14.4 The Employer's policy for the Retention and Destruction of Recorded Material is as set out in the Code of Practice.

## **15. VIDEO REVIEWS**

- 15.1 The CCTV System has on average 300 requests for information per month by a variety of agencies.
- 15.2 The majority of reviews and downloads are carried out by Dorset Police personnel. In their absence or in urgent cases staff may be requested to review and download footage. All requests for a review must be recorded in the CB review/download request form. When a review has been completed, the result of that review should be recorded in the form with details of the incident being requested.
- 15.3 The following information shall be recorded on the form:-
  - The date and time of the request made.
  - The date, time and location of the incident being investigated.
  - A brief description of the incident being investigated.
  - Who made the request.
  - Cameras viewed.
  - The results of the review.
  - Was the footage burnt to disc. The disc urn and evidence bag number.
- 15.3 If it is reasonable to do so, staff should handle requests positively. However, if in the opinion of the CCTV Operator the request would jeopardise critical surveillance or the primary aims of the system, the CCTV Operator should seek to delay a response or arrange a more suitable time. If this approach fails, the CCTV Operator should obtain advice from the Contract Administrator or CCTV Manager.
- 15.4 It will be a matter for the CCTV Operator to exercise some discretion, but one of the following options should be taken: -
  - If it is urgent (Someone in custody, serious offence, vulnerable misper) the review should be carried out immediately.
  - If it is non urgent and the review is likely to take some time and jeopardise surveillance, the person requesting the review should be asked to agree a more suitable time or redirected to trained Dorset Police personnel.

- If it is not possible to agree another time the CCTV Operator should seek advice from the Contract Administrator or CCTV Manager.

## **16. CONTRACT MANAGEMENT**

- 16.1 Monthly meetings will take place between the supplier's designated manager and the CCTV Manager. The agenda will be provided by the Contractor, who will be responsible for taking minutes and providing the CCTV Manager with a copy of minutes within a reasonable time after each meeting.
- 16.2 The supplier will be expected to invoice the Council monthly in arrears. The monthly charge will be a 1/12<sup>th</sup> share of the years charge for the service.

## **17. UNIFORM**

- 17.1 Security Officers will wear uniforms at all times, in a style approved by the Contract Administrator, to the Contractor's corporate style and appropriate to the duties performed.

## **18. TUPE**

- 18.1 TUPE will apply to this Contract. Information regarding all affected employees must be made available to the Employer as and when requested and, in any event, within 6 months of the termination of the Contract for prospective Tenderers, as set out in the standard terms and conditions and to include (but not limited to):

(a) Principal Terms and Conditions of Employment

- probationary period - if any
- age and gender
- retirement age
- periods of notice
- current pay agreements
- any agreed pay settlements yet to come into effect
- any relevant collective agreements
- working hours
- annual leave entitlements
- sick leave entitlements
- maternity/paternity leave arrangements
- special leave arrangements
- terms and conditions of transfers
- pension entitlements
- career grade progression
- redundancy entitlements

(b) Base Data of Staff who would Transfer

- numbers of employees who would transfer
- job title of employees who would transfer and qualifications required for their position

(c) Other, General Information

- sporting, social, welfare, or other facilities provided which may be asserted to be employment benefits of employees
- season ticket loan scheme - if provided

- facility time and facilities provided for trade union officials and health and safety representatives
- instances of any disciplinary action regarding those employees within the preceding two years (to which statutory dismissal procedure applies)
- instances of any grievances raised by those employees within the last two years (to which statutory grievance procedure applies)
- instances of any legal action taken by any of those employees in the previous two years and instances of potential legal action to be brought by any of those employees.

## **19. ASSIGNMENT INSTRUCTIONS**

- 19.1 The Contractor shall compile and issue an Assignment Manual within 2 calendar months of the Contract and yearly thereafter.

## **20. FIRST AID**

- 20.1 The Contractor shall ensure that all operators are first aid trained.

## **21. SOCIAL RESPONSIBILITY**

- 21.1 The contractor must ensure that they hold the below accreditations:

21.1.1 BS7958 -- Closed Circuit Television (CCTV) - Management & Operation - Code of Practice; including Annex B Traffic Enforcement

21.1.2 BS7858 - Security screening of individuals employed in a security environment - Code of Practice

21.1.3 BS7499 - Static site guarding and mobile patrol services - Code of Practice

21.1.4 ISO9001-2015 Quality Management System

21.1.5 ISO 14001-2015 Environmental Management System

21.1.6 SIA Approved Contractor status for the provision of Security Guarding, Key Holding and CCTV (PSS) Services.

21.1.7 BS EN ISO 9001:2008 - NSI Gold

- 21.2 The supplier will be expected to comply with all requirements of the Security Industry Act to ensure that they can deliver this contract effectively. It is the supplier's responsibility to remain up to date on all legislation that may impact on the delivery of this contract.

- 21.3 The supplier will be required to assist with the Council's published goals to achieve Zero Carbon Emissions as part of the recently declared Climate Emergency.

## **22. VALUE ADDED**

- 22.1 The Contract will involve many different functions within the CCTV Control Room, as set out above. The Council would like suppliers where possible throughout the length of the contract to help further in the profile and operational aspects of the CCTV Control Room. This could be through ensuring:

- Continuation of service of employees
- Career prospects of employees within the organisation
- Security training history of employees and managers
- Reward and award schemes
- Improved and effective logging and time recording methods