



SERVICE LEVEL AGREEMENT

For

The provision of CCTV Services
Brook Park Redhouse
Wallis Drive Park

Security Services
Swindon Borough Council

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1. Introduction

- 1.1 This specification details the requirements to be met by Security Swindon Borough Council (SBC) whilst providing CCTV Services.

2. Background

- 2.1 This agreement is for the provision of CCTV Services. This is to support a safe and secure environment for Employees and Public both working and in and around Brook Park Redhouse and Wallis Drive play parks Swindon
- 2.2 These services are to include the monitoring of CCTV for St Andrews Parish Council and the gathering of evidence 7 days a week.
- 2.3 This agreement is intended to outline the service requested, and is on an annual basis.

3. Principal Duties

- 3.1 The CCTV team will provide a monitoring service for St Andrews Parish Council .
- 3.2 All incidents to be logged and reported by Security SBC to St Andrews Parish Council . Urgent issues are to be reported immediately by the quickest means.
- 3.3 To carry out regular checks and tests on the CCTV equipment by remotely viewing each camera for functionality from the Plus One control room.

4. Client's Responsibilities and Requests

- 4.1 Requests for security services outside of this agreement shall be directed to the security manager or deputy.
- 4.2 A copy of subject access forms for CCTV footage for civil claims for staff or public, i.e. car bumps etc. should be directed to the Data Protection Officer (DPO) located at Swindon Borough Council Civic Offices Swindon. Release of footage will be at the discretion of the DPO. CCTV footage is governed by data protection rules and regulations and therefore cannot automatically be released to members of the public.
Appendix 1

5. Data Storage

5.1 **Original data retention and storage is controlled by Swindon Borough Council and access is only to be permitted within the Plus One CCTV Control Room, with no other access to this system or original footage agreed or allowed. Recorded data will automatically be overwritten as per the design of the equipment.**

5.2 Data will be downloaded and saved to CD/DVD for the use of agencies for any prosecution deemed appropriate by an Enforcement Officer i.e. police . Form is in attached Appendix

6. Reporting Procedure

6.1 Security SBC must report all unusual occurrences, incidents, accidents and emergency calls direct to the police by the fastest and safest means. This may be via the police radio. All reports to be confirmed by email.

6.2 CCTV technical breakdowns and any damage will be reported to St Andrews Parish Council and Enforcement as soon as possible following awareness.

7. Annual Review and Costs

7.1 This Service Level Agreement (SLA) is to identify the core service and will be reviewed on the anniversary each year i.e. January

7.2 All costs agreed between Security Services and St Andrews Parish Council

Security SBC Contacts:

- Mark Stratford, Security Manager (01793) 464791/07760164660
- Martin Rowbotham, Supervisor (01793) 464703/07760164665
- Waterside Control Room: (01793) 464703 (24 hour)

13. Resource Standards

13.1 Training

Service Level Agreement for the Provision of CCTV Services

SBC Security Management hold records of training for all security staff. SIA qualification – all security officers must have an SIA qualification prior to commencing duties. These records can be provided to illustrate an individual's training record.

15. Authorisation

Signed: .. 

Print name: ...E Sylvester.....

on behalf of St Andrews Parish Council

Date:

Signed: 

Print name: M.Stratford.....

On behalf of CCTV Monitoring, Swindon Borough Council

Date:

Appendix 1- Data Protection – Subject Access



**Data Protection
Subject Access-**

CCTV Images

1) Your Personal details

Title:

Surname:

First name(s):

Home Address:

Postcode:

Daytime Telephone No.....

Information Requested:

CCTV Footage/ Still images (delete as applicable)

Location of CCTV.....

Images recorded:

Dates:.....**Time:**.....

Vehicle make, colour and registration number (for access to CCTV footage involving your vehicle required for insurance purposes).....

Brief description of the incident:.....

.....

.....
.....

2) Proof of ID

For access requests for CCTV footage or stills of you, please provide the following:

- 1.Current Photographic ID (to identify the applicant from the footage):
2. A copy of your Driving License/Birth Certificate or Latest Utility Bill.

For access to CCTV footage of incident involving your vehicle, please provide the following:

- 1.Copy of your vehicle registration book or MOT certificate
- 2.A copy of your Driving License/Birth Certificate or Latest Utility Bill

3) Collection

A copy of the CCTV footage or Stills will need to be collected from the Civic Offices, Euclid Street; as you will be required to sign a release form on collection.
Contact will be made when information is ready for collection.

4) Declaration

I confirm that the information given by me on this subject access request form to Swindon Borough Council is true.

Signature of Applicant :.....

Date:

Please return this form and copy proofs by email to: DataProtection@swindon.gov.uk

Or by Post to:

**Data Protection Officer
Swindon Borough Council
Civic Offices
Euclid Street
Swindon SN1 2JH**

You should receive an acknowledgement of this request within **10** days of receipt. If you have not please contact the Data Protection Officer at DataProtection@swindon.gov.uk

For Office use only

SA Enquiry No.

ID Verified Document provided:

Date acknowledgement sent:

Date responded:

Appendix 2

SECURITY DEPARTMENT
CCTV DATA AUDIT FORM

REQUEST OF CD (s) / DVD(s) / STILL(s)

Format: STILL (s) / CD(s) / DVD(s)

Location:.....

Tape date(s) :/.... / 20

...../.... / 20

...../.... / 20

...../.... / 20

Requested by:.....

Of:.....

Date of application...../...../.....

Contact:.....

Contact No.:.....Ext.....

NOTIFICATION FOR AVAILABILITY

Notice given to (person).....

By:.....

Authority / Company..... Of:

Swindon Borough Council

.....

Security Department

Department:.....

Date:...../...../..... Time:.....

REVIEW OF FOOTAGE / CD / DVD

Person(s) present:Of.....

Service Level Agreement for the Provision of CCTV Services

.....of.....

.....of.....

Date reviewed:...../...../..... Location:.....

REMOVAL AS EVIDENCE

CD(s) / DVD(s) TAKEN: No. x..... STILLS TAKEN; No. x.....

Date:/.../.....

Taken by: (print)..... Sign:

Issued by: (print)..... Sign:

Comments:.....

.....

POLICE LOG NUMBER:

Code of practice for CCTV in hyperlink <https://ico.org.uk/media/1542/cctv-code-of-practice.pdf>