



**Management and operation of CCTV control room**

Specification of Service

**CCTV Service**

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**Lewisham**

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## Community Services Directorate

### Management and operation of CCTV control room

#### Specification of Service

## **1 Introduction and Context**

1.1 LB Lewisham requires a supplier to manage and operate its control room for public realm and Lewisham Homes closed circuit television systems installed at various locations around the borough. The control room is at 1a Eros House, Brownhill Road, London, SE6 2EF.

1.2 The Supplier is to be responsible for ensuring that each of the systems connected to the control room is managed and operated efficiently and effectively. The Supplier is required to approach the operation with considerable flexibility in surveillance priorities and techniques and develop both pro-active and reactive surveillance to record and manage data on offenders and offences. Operational plans should maintain a strong focus on community safety but reflect the Council's responsibilities for environmental and highways enforcement as well as traffic management.

1.3 In order to benefit from new developments, the Council requires the Supplier to be flexible in introducing more efficient means for the operation of CCTV systems and the Council will want to be in a position to benefit from such improvements, if and when they become available at a reasonable price.

### **Safer Lewisham Partnership**

1.3 The Lewisham Partnership plan 2018-19 outlines the main priorities for the Safer Lewisham Partnership for the following year and proposes a reflective model that seeks to reduce violence in society. The plan describes how, 'Violence was the single focus for the Partnership in 2017/2018. Areas of peer on peer abuse, gender-based violence, and other violence were prioritised recognising the significant harm.' The plan shows how, whilst the number of total notifiable offences remains relatively stable, violent crime, which includes knife crime, violence against the person and gun crime, shows an upward trend. Tackling violence related to drug dealing follows a, 'multi-faceted approach has shown significant enforcement outcomes for those organising and leading the offending alongside reductions in drug offences, youth custody and knife injury for under 25-year olds'. The MOPAC priorities for 2017-21 again focus on reducing violence against the person, common assault and non-domestic violence, specifically.

### **Aims and objectives**

1.4 The control room operates CCTV systems installed in public areas and Lewisham Homes, together relocatable cameras that can be installed in hotspots, temporarily. The service supports the Safer Lewisham Plan with its key aims and objectives of: to reduce the fear of crime; to deter crime; to detect crime and provide evidence of offences; to assist in the

management of town centres and housing estates; to enhance community safety, assist in developing the economic well-being and encourage greater use of the facilities and amenities of the borough; to assist the Authority in its enforcement and regulatory functions; to assist in highways management; to support civil proceedings; and to support the council's integrated transport policy.

### **Key objectives**

1.5 This Output Specification details what needs to be achieved.

1.6 The Supplier is required to achieve a high quality of service in all services or functions identified in this specification.

1.7 The CCTV service must be one that:-

- a) Is cost efficient and quality driven;
- b) Achieves the standards laid out by the CCTV User Group and British Standards (or equivalent) on the management and operation of CCTV systems;
- c) Achieves the requirements of national standards, best practice for the management and operation of CCTV systems and security systems (or equivalent);
- d) Ensures best practice and innovation fostering measurable, continuous service improvement;
- e) Works with the Police and the Council's partners in the investigation of criminal offences, Council facilities management and security services, Council departments in protecting the built environment and the emergency planning team in planning and activating the emergency plan;
- f) Ensures a sympathetic and flexible response to any unplanned occurrence.

### **Main interested parties**

1.8 The Council and Lewisham Police are the principal users of the CCTV service but others include: other police services including specialist squads of the Metropolitan Police, other statutory investigation agencies, insurance companies, officers of the court (solicitors), and Data Subjects.

## **2 Core**

### **Overview of the service**

2.1 The CCTV control room operation and management contract is held by OCS. It is currently staffed by: two SIA (Security Industry Association) licensed operators 24-hours per day; one SIA licenced operator who operates the Lewisham Homes camera systems who works 40 hours/week; overseen by a CCTV control room Operations Manager who works 40 hours/week.

2.2 The following systems set out at 4.3 below are installed in the control room and are to be operated by the Supplier. Further systems, equipment and cameras may be added or other changes made during the course of the contract and the Supplier is required to manage and operate these without an increase in the contract price.

### 2.3 Systems connected to and operated by the Supplier's staff, include

System name	Number of cameras (approximate)
Town centre	168
Lewisham Homes	547
Car park	One system with 20 cameras
Vemotion relocatable cameras	5
Stryker relocatable cameras	2
Town centre radios	One system with two handsets
Metropolitan Police Met Radio	1
Facilities management and safety systems including, door entry and fire alarm systems	Various

2.4 All of the systems and equipment owned by Lewisham Council are currently maintained, Eurovia Infrastructure. The analogue microwave network is repaired by its manufacturer, Ogier. The BT and Virgin fibre networks are maintained by the service providers. Contact details are available in the control room. contact details are available in the control room.

2.5 The CCTV system is linked to other control rooms:-

- Images from any three cameras 'pushed' to the Lewisham Police IBOs.
- Images from any three cameras 'pushed' to the Metropolitan Police Metcall Centre at Lambeth.

2.6 There are six operator positions / control stations in the control room. Each of which is able to view and control each and every one of the cameras connected to the control room and to review recorded images from all of the cameras recorded on the video recording system. There are two further workstations for the review and download of recorded images located on the control room manager's desk.

### General requirements

2.7 The Supplier is required to provide a fully managed CCTV service to the London Borough of Lewisham, which is to meet the requirements identified in the specification below.

2.8 The performance standard for the service is identified in this specification. However, there are a number of general requirements that apply, details of which are shown below.

2.9 All services are to be performed in accordance with good industry practice but it is the responsibility of the Supplier to balance this with the pursuit of practical and financial imperatives.

2.10 The service is to comply with all statutory requirements and relevant British and European standards.

2.11 The Supplier is to obtain and maintain all registrations and licences required by the Private Security Industry Act 2001. The Council will supply software licences for the equipment owned by the Council.

2.12 Members of the Supplier's staff are to wear appropriate and well-maintained clothing when undertaking the services, the cost of which is to be included in the overall contract price. The uniform is to be agreed with the Council prior to implementation and if there are any plans to change it.

2.13 All services are to be carried out to the quality standards set out in this specification and in line with service response times. The Supplier is to at all times, carry out the work in a manner that will minimise disruption to the business activities of the Council or other users of the Council's premises.

2.14 It is the responsibility of the Supplier to manage the delivery, performance and provision of the service in a co-ordinated manner.

2.15 In doing so the Supplier is to, without limiting the above:-

- a) Establish, maintain and operate procedures for effective planning, organisation, control, monitoring and review of the service;
- b) Manage and carry out the management of the service in an efficient manner and provide and operate appropriate quality assurance systems in accordance with the terms of the contract;
- c) Monitor and report to the appropriate contacts within the Council, its partners and other system owners on the management of the service and provide such other information regarding the service at such frequencies as may be required and;
- d) Be responsible for the management, care operation, and control of all equipment and apparatus appropriate for the delivery, performance and provision of the service and to ensure that the equipment is in a safe, serviceable and clean condition.

2.16 The Supplier is to, when requested, provide professional advice on the operation and management of the service.

2.17 The Supplier is to comply with the Council's security policies and standards in the delivery, performance and provision of the service and must ensure that all persons engaged in any activity under the terms of the contract are aware of and comply with all security procedures.

2.18 The Supplier is to comply with requirements for the maintenance of records and reporting.

## **Staffing**

2.19 The Supplier is to at all times employ staff who are trained, skilled, honest and experienced in all aspects of their work and at all times properly supervised and managed

including but not limited to the tasks shown below. These apply equally to relief or cover staff, as well as those permanently assigned to the contract. It is the Supplier's responsibility to ensure that all members of staff are trained to standards specified by the Council.

2.20 The tasks that operatives must perform include but are not limited to the following:-

- a) To maintain the highest standards of customer care to all members of the Council's staff, professional visitors, service users and members of the public;
- b) To understand the requirements of health and safety including the use of risk assessments, method statements and safe working practices;
- c) To assist visitors and staff with any enquiries, use electronic and paper information and reporting systems;
- d) To operate all Council and Supplier supplied equipment including all CCTV equipment, IT equipment, Met-Radio and town centre radio systems, access control systems, intruder alarm and fire systems, lone worker monitoring systems, body-worn video systems as connected to or otherwise operated through the control room, and keyholding services;
- e) To manage and operate the CCTV cameras and control equipment within the law including the requirements of the Government's Information Commissioner and Surveillance Camera Commissioner;
- f) To achieve and exceed the CCTV user group requirements for core skills and professional development training;
- g) To manage and operate the CCTV control and other equipment skilfully, efficiently and effectively;
- h) To have sufficient knowledge of the local environment to be able to operate the CCTV cameras quickly and effectively upon request and within CCTV operational plans;
- i) To be able to prepare and present CCTV recorded images and witness statements to authorised persons for use as evidence and meet the requirements of the civil and criminal courts;
- j) To have sufficient knowledge of highways regulations, the requirements of the Traffic Management Act 2004, environmental protection regulations including those to control fly posting, fly tipping and the illegal disposal of waste in public areas and, the Council's strategies and targets that apply to their control and in accordance with any supplementary regulations;
- k) To make written reports on incidents surveyed and make witness statements to accompany images seized by third parties or supplied to officers of the court;
- l) To attend court as a witness;
- m) To maintain confidentiality about the activities within the CCTV suite and its key customers;
- n) To be able to communicate effectively with key customers, in particular users of the town centre radio and MetRadio systems. Also, with users access control systems and to give advice and to warnings to members of the public via loudspeakers connected to CCTV systems.

### **A regular and consistent team**

2.21 The Supplier is to provide a regular and consistent staff team with a working knowledge of the borough of Lewisham. Members of the Supplier's staff will work closely with police and



Council staff and receive official and other visitors. Their appearance and manner must, at all times, be sympathetic to a public service environment as they will have contact with Council members and officers from public services and will be required to provide assistance, as required.

2.22 Please note that in accordance with the Council's customer service standards, the Council:-

- a) Reserves the right to require the Supplier to remove from the facility any personnel for any reasonable cause and specifically for misconduct;
- b) Retains the right to interview, prior to appointment, any person that the Supplier intends to employ on site; and
- c) Asks that the Council's Representative is consulted in advance on the appointment of all supervisory and managerial site-based personnel and is to be notified of any changes to these personnel during the term of the contract.

2.23 The Council may, from time to time, add or remove cameras and systems connected to the control room and managed and operated by the Supplier. It is anticipated that the Supplier will be able to operate further systems adequately without increasing the complement of staff.

TUPE

2.24 It is believed that TUPE will apply to these services. Tendering suppliers are advised to seek their own legal advice on this matter.

### **Duty periods**

2.25 The Supplier is to supply sufficient members of staff to provide 24-hour cover, seven days a week; an operator for the Lewisham Homes systems 40 hours / week; and a full time control room manager for 40 hours / week.

### **Current Services**

2.26 The current levels of service are shown below:

- a) Two community safety CCTV Operators 24 hours/day;
- b) One Lewisham Homes operator – Monday to Friday 8-hour shift between the hours of 0700 and 2000 hours;
- c) CCTV Operations Manager – Monday to Friday 8-hour shift between the hours of 0700 and 2000 hours.

2.27 The Supplier is to note that volumes might change, number of operators and aggregate hours per week, during the contract term. It is probable that the staffing of the control room will be as follows:-

- a) One community safety CCTV Operator 24 hours/day;
- b) One Lewisham Homes operator – Monday to Friday 8-hour shift between the hours of 0700 and 2000 hours;

2.28 In which case, the Supplier is to implement a lone-working strategy and policy to ensure that the health and safety of their member of staff is assured at all times. Also, a revised permanent and relief team to ensure that service standards and the terms of this specification are maintained and the control room is staff by adequately trained, experienced operators at all times.

2.29 It is the responsibility of the Supplier to ensure that sufficient members of staff are on duty to fulfil the terms of the contract. Should a member of staff go off duty, the client will not provide any form of cover.

- a) The contract period is for a 5-year contract period with an option to extend for up to a further 2 years from 1 October 2019.
- b) The contract is to complete on 1 September 2024

### **3 Working methods and codes of practices**

3.1 The following security specific standards apply:-

- a) The service is to be provided in line with all current and future UK and EU legislation and best practice;
- b) The Supplier is to be BS7499, including relevant requirements of BS7958, (or equivalent) accredited throughout the duration of the contract;
- c) The [CCTV Monitoring] Supplier is to comply with the relevant requirements of the BS7799 information security management, BS5979 CCTV Control Room management (or equivalent), the Data Protection Act 2018, Human Rights Act 1998, Regulation of Investigatory Powers Act 1998, Private Security Industry Act 2001, General Data Protection Regulation (EU 2016/679) and any associated registrations, notifications and accreditations throughout the duration of the contract;
- d) All staff employed by the Supplier must undergo a security vetting procedure to a standard agreed with the Council. This will include DBS checks for all members of the Supplier's staff to the standard required by the Metropolitan Police for the operation of the police radio that is installed in the control room;

### **4 Quality and performance standards**

4.1 See annex A for output standards

4.2 The Supplier is to submit its business continuity plan.

**Performance targets**

**Performance improvement**

4.3 The Supplier is to ensure that all staff whether they are permanent, temporary or agency and the service:-

- a) Comply with the required security and police checks and the Council’s policies on recruitment and selection (please see section 4.4 below for further information regarding these checks);
- b) Are managed to a standard equivalent to the ‘Investors in People’;
- c) Ensure medical checks are carried out when required for certain duties;
- d) Ensure that confidentiality is maintained of any information observed or overheard by the Supplier’s staff while carrying out duties;
- e) Performance improvement- The Supplier will monitor the performance measures set out in the service specification and will maintain an overview of all the data collected. It is expected to identify opportunities for improving the standard of service delivery and cost efficiency. When these opportunities arise the Supplier is to, as appropriate, prepare detailed amendment proposals for authorisation or discuss amendment alternatives with the Council before implementing any change.

4.4 In providing the service, the Supplier is to take into account any constraints that are imposed by the Council.

KSO Details				KSO Targets and Performance Valuation Criteria		
<i>Specification KPI Number</i>	<b>SOURCE DATA (SDS)</b>	<i>Key Service Objective</i>	<i>Basis of Scoring</i>	<i>KSO TARGET</i>	<i>Points awarded for failure to achieve monthly target</i>	<i>Fee reduction for 25 points in 12-month period and/or failure to meet target</i>
KSO 01	Service provider's (SP) system	All shifts to have full complement of appropriately trained security staff on duty	Monthly Audit	No more than 3 shifts with full complement of staff not on duty*	N/A	The full cost of the missing member of

						staff including management fee and on-costs; plus £250 for each shift missed in excess of the target.
KSO 02	Service provider's (SP) system	Evidence copied for law enforcement agencies, officers of the court and other third parties within 24 hours of request****	Monthly examination of Log Book	100% of evidence copied within 24 hours of request	5	£250
KSO 03	LBL client management system	Subject access requests dealt with in accordance with all applicable legislation, within 28 days and FOI requests within 20 days	Departmental record of all DPA and FOI requests	100% of requests dealt with in accordance with requirements	5	£250
KSO 04	LBL client management system	Zero complaints to be received regarding the service	Monthly examination of Log Book	Zero complaints received	5	£250
KSO 05	Service provider's (SP) system	All equipment faults to be reported within 2 hours of identification	Monthly examination of Log	100% of faults reported within 2 hours	5	£250

KSO 06	Service provider's (SP) system	Supplier to produce performance reports within 10 days of end of reporting month to the agreed standard	Production of monthly report from by the Service Provider to the Authorised Officer	High quality report produced within stated timescales	5	£250
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NOTICES

**\*Under the current contract specification, a shift is currently 12hrs, this is subject to change**

**\*\* Shifts priced at current operative's rate, subject to change**

**\*\*\* Add on fees and Management costs not currently priced in**

**\*\*\*\* Or, if a large amount of data is to be downloaded, the downloading process commenced**

## **5 Reporting**

### **Contract Management**

#### **Monitoring performance of the whole contract**

5.1 The Supplier's performance in each of the following areas will be assessed on a regular basis alongside the overall delivery of the service and output measures. This performance will be discussed as part of monthly contract meetings with the Supplier and Council representatives. The Supplier's Method Statement will be used as a basis for constructing the monitoring package, which may include the following:-

- Adherence to method statements;
- Performance review and KPIs;
- Analysis of complaints, comments and compliments;
- Defaults issued;
- Warning notice issued;
- Proposals for improving service quality, efficiency and effectiveness;
- Health and safety matters;
- Equalities matters;
- Client issues;
- Supplier's issues.

5.2 It is the responsibility of the Council's Contract Manager to ensure that the contract is delivered to the requirements of the Authority and its partners within the budget available.

5.3 In accordance with the Council's Performance Management Framework and associated Monitoring requirements, the Council may issue penalty points against the Supplier for failure to perform the services to the standards specified. The Supplier will be expected to demonstrate that they have Corrective Action Plans in place to rectify any underperformance against the Key Performance Indicators associated with this contract. The Contract Manager will be supported by the Performance Management and Business Support Team to monitor Key Performance Indicators, ensuring continual improvement in the delivery of the Service.

5.4 The contract will be managed within the Council's Performance Management Framework. This includes monthly and quarterly meetings where the Supplier will be required to produce performance management information.

5.5 The Supplier must have one named contract manager that will be responsible for all services under this contract. This person is to be the first point of contact for the client.

5.6 This contract will be subject to efficiency reviews, formal and informal audits and evaluations during its course. The Supplier will be required to comply fully with all reviews and in consultation with the Council's Representative, client commissioning team and supervising officers must implement the subsequent recommendations.

## Performance Monitoring And Measurement

5.7 The Supplier is to be responsible for self-monitoring, reporting and service improvement. The Council will require access to written evidence of this process including the formal reporting of service level performance indicators [KPI] against targets. The Council may perform any necessary checks to verify the claimed performance indicators.

5.8 The Supplier should note that the KPI's may be amended and developed throughout the life of the contract which may result in the increase or decrease of the total number of KPI's for the service.

5.9 The Supplier will ensure that performance reporting is operational at the commencement of the contract. However, in order to allow a settling-in period, the Council may waive the right to introduce default penalties for a period of one month after the commencement date. Such a waiver will not affect the Council's right to terminate the contract for non-performance.

5.10 The Supplier is to produce a monthly service report detailing:

- a) Results and documentation for all KPI's as detailed in Performance Management Framework;
- b) Data protection issues including a report on third party requests for data and the action taken;
- c) Reports on details of incidents reported and/or surveilled and law enforcement operations, in a format to be agreed with the client;
- d) Supplier management – compliance by the Council's or other system owners' suppliers, proportion of repairs cleared or completed within time limits specified in the contracts, and the reasons for non-compliance [if relevant];
- e) Activities that are likely to cause disruption to Council operations; and
- f) General service and management issues such as:-
  - Personnel issues;
  - Training issues;
  - Health and safety including accident reporting; and
  - Monthly costs, breakdown of core hours worked, overtime, variation orders etc.

5.11 In accordance with the Council's contract management procedures, an annual review is to be conducted to ensure that the Supplier is achieving the requirements of the contract and that value for money is being obtained. The Council's contract manager is to arrange a meeting with the supplier's contract manager and the review should be done by both parties together. Amongst other things, the review is to examine and report on:-

- a) Contract performance improvement plan;
- b) Achievement of contract key performance indicators;
- c) Quality and consistency of work;
- d) Value for money;
- e) Delivery to budget and budget control;
- f) Professionalism of management and cooperation from staff;

- g) Communication and ability to provide information;
- h) Customer care;
- i) Ability to deal with complaints and their resolution;
- j) Health, safety and security arrangements;
- k) Equalities (including performance on equality targets); and
- l) Environmental issues.

## 6 Training and maintenance

### Minimum knowledge

All services	Literate in ITC systems. Council customer service standards and customer care principles.
Staff operating CCTV equipment	Knowledge and familiarity of all parts of the physical environment surveyed by the CCTV cameras. Ability to operate all of the controls and equipment in the CCTV control room, whether CCTV, radio, telephone or other. Knowledge of highways regulations, the requirements of the Traffic Management Act 2004, environmental protection regulations including those to control fly posting, fly tipping and the illegal disposal of waste in public areas and, the Council's strategies and targets that apply to their control and in accordance with any supplementary regulations. Knowledge of the regulations for the operation of CCTV surveillance equipment. Ability to record and report incidents to the appropriate agency concisely.



## Annex A

### Output Standards

The following apply to all services supplied under this contract

#### **1      *Operate all services in the accordance with the Council's equalities policies***

1.1      The Supplier is to operate all services under contract in accordance with the Council's customer service standards, equality and diversity policies and guidelines.

#### **2      *Provide first aid as required***

2.1      A first aid kit is to be maintained in accordance with statutory health and safety regulations.

#### **3      *Removal of items / equipment from Council buildings***

3.1      All items and equipment removed from the site are to be authorised and logged.

#### **4      *Maintain confidentiality and the management of recorded data***

4.1      The management and control of the integrity, security and confidentiality of all the information and recorded material associated with the provision of the services.

4.2      Manage all recorded data and, upon request, supply of the data to law enforcement agencies, officers of the court, system owners, data subjects and third parties, as required by the Council's Data Controller.

4.3      To maintain a record of all copies of recorded data issued to third parties and to submit this to the Council's contract administrator on request.

#### **5      *Provide supplier monitoring service***

5.1      At all times to be aware of the number and location of other suppliers in the control room and periodically check their presence and well-being.

#### **6      *Health and safety & fire regulations***

6.1      All members of the Supplier's staff are to undergo site familiarisation prior to commencing duty.

6.2      The Supplier is to ensure that all members of staff have been trained in the emergency procedures for the control room.

6.3      Devise and implement risk assessments for working in all areas where staff and / or items of equipment may be at risk.

6.4 Conduct risk assessments as necessary for equipment and activities and to supervise their compliance, ensure that equipment and apparatus is operated in accordance with the manufacturers' or other instructions given.

## **7 Investigate and rectify accidents resulting from the Supplier's area of responsibility**

7.1 Maintain an accident book detailing the cause of each incident and any remedial actions necessary, together with the timescale for its completion.

## **8 Management of the CCTV control room**

8.1 The operation and management of the control room 24 hours per day, 7 days per week.

8.2 The Supplier is responsible for security within the CCTV control room and the control of access to it. Ensure that there is no unauthorised access to the CCTV suite at any time.

8.3 Control and restrict access to authorised persons only. These include police officers and members of other statutory law enforcement agencies requiring use of the CCTV facility, professional visitors to the CCTV suite, maintenance and service Suppliers for the building and CCTV suite, representatives of the client, representatives of system owners attending for designated functions, Lewisham Council staff requiring access to conduct remote enforcement operations and individuals attending for designated functions.

8.4 In the event of an emergency and for the management and control of emergency incidents, to allow access and to assist members of the Council's staff, police and other designated officers.

8.5 Where access to sensitive areas is required, constant supervision [escorts] is to be provided by the Supplier.

8.6 Members of the public are to be supervised at all times.

## **9 Management, care and control of control room and associated facilities**

9.1 Operate, support and resolve plant room alarms, fire alarms, intruder alarms, access control systems and access to restricted areas, Routine visual patrols are carried out effectively and to identify quantifiable risks are reported in the prevention and protection against: fire, theft, vandalism - internal and external, plant / HVAC Failures, water ingress / floods, management of service suppliers, all access and egress points are secured, all equipment is appropriately secured or stored, energy saving actions are taken, cleaning material and equipment are appropriately stored, report any defects with fabric or furnishings that present risk of injury to building occupants, staff, visitors or Suppliers, show a "duty of care" in reporting potentially dangerous occurrences, to be familiar with the location of main services and their isolation, to report unusual or suspect behaviour, ensure all communication equipment as supplied within the CCTV Control Room and associated accommodation are in good working order and to initiate making good defects and, any circumstances which may threaten the operation, safety and welfare of staff, visitors or service suppliers to LB Lewisham

9.2 Maintain control room desks, keyboards, screens and monitors and in a clean and tidy state.

**10 Management care and control of the CCTV systems operated from the control room.**

10.1 The management, care and control of all communications, security and CCTV equipment installed in the CCTV control room.

10.2 To work with the Council and statutory law enforcement agencies in carrying out remote surveillance through the use of CCTV surveillance and CCTV equipment operated in the CCTV control room.

10.3 Liaise with the Council's CCTV Traffic Enforcement team with whom cameras are shared.

10.4 To operate and monitor car park camera and pay stations systems and respond to alarms, as appropriate.

10.5 To operate premises security and access control systems and respond to alarms and events, as appropriate.

10.6 To operate video analytics systems and respond to alarms and events, as appropriate.

10.7 To operate the control room service with sufficient flexibility to be able to both deploy existing resources to areas of greatest need and meet partner's surveillance and enforcement priorities.

10.8 To manage operator conducted CCTV surveillance activity against changes in public activity, the level of criminal offences committed in public spaces and in the social environment.

10.9 To operate the CCTV control room equipment with the flexibility to allow for changes in the number of cameras and systems operated from the control room without increasing the number of operators in the control room.

10.10 The operating procedures and the associated procedure manual are to achieve compliance with the requirements of the Council and the statutory law enforcement agencies, which include the operation of the Met Radio and ShopSafe radio systems, as below.

10.11 To maintain all logs installed on the CCTV operating systems in the control room and as required by the Information Commissioner's CCTV code of Practice, the CCTV User Group model procedural manual, BS7958 (or equivalent) and the Lewisham CCTV code of practice. CCTV operators must be capable of completing these electronic forms.

10.12 Amongst other records the following logs are to be maintained: Daily Occurrence log, Message Book, visitors log, equipment fault register, Air Wave Radio daily audit, Daily Staff Signing In/Out Log, Issuing of Digital Footage log.

10.13 To order consumables, including DVDs, stationery and cleaning materials, as required

## **11 To operate an emergency procedure and operate the CCTV equipment from remote locations**

11.1 To establish emergency and business continuity procedures including the capacity and ability to operate the CCTV control room systems at remote locations.

11.2 In the event of the Supplier having to vacate the control room for any reason, to operate the CCTV system, police radio and other control room equipment from another location. This location and accommodation is to be provided by the Council.

11.3 To establish a fail-over, business continuity plan that allows the control room systems and Met-Radio to be operated at remote locations. Critical information, operational details and procedures are to be held on the Council's intranet or similar on-line resource that allows access when re-establishing the services at a remote location.

## **12 Contract Management**

12.1 The following meetings are to be supported by the Supplier and attended by the contract manager and/or CCTV control room manager, as appropriate:-

- a) Monthly meetings with the Council for review and to assess performance of and compliance with this CCTV, key holding and out-of-hours contact centre service contract;
- b) Monthly contract meeting with the maintenance suppliers;
- c) Project meetings with installation suppliers when required;
- d) Meetings with the system owners as and when required;
- e) Meetings with statutory law enforcement agencies as and when required.

## **13 Devise and implement operational plans**

13.1 The Supplier is to operate the CCTV surveillance equipment during all of each 24-hour period, conduct surveillance operations at the request of the police or other statutory law enforcement agencies, liaise with the Metropolitan Police to assist in their operations to manage crime in areas where the Council's CCTV cameras are installed and liaise with the other partners of Lewisham Council to determine surveillance requirements.

13.2 The Supplier is to develop pro-active and reactive use of cameras and systems to record and manage data on offenders and offences.

To devise and implement procedures for managing the data collected by the CCTV operators including, reactive and proactive surveillance techniques and to train operators in these methods.

13.3 To prioritise and manage the competing demands from enforcement agencies for the collection and processing of data.

13.4 To assist members of the Metropolitan Police Service, other statutory law enforcement agencies and authorised persons in the review of recorded images and preparation of images for use as evidence.

13.5 This may include directed surveillance of known offenders and locations, searching for missing or wanted persons, vehicles and so forth.

This will be in addition to the immediate and reactive use of the system, monitoring and responding to the police radio installed in the control room, and responding to calls from the police Metcall control room.

13.6 The following are to be supported and to assist in this function:

- a) Lewisham community safety partnership meetings attended by the Council Council's Representative;
- b) Photo register and electronic register of offenders maintained by Lewisham Police and/or the town centre management teams, held in the control room and available to the CCTV operators; and
- c) Surveillance requests made by Lewisham Homes Living and other RSL housing management services.

#### **14     *The efficient management of the CCTV and other equipment.***

14.1 Monitor the performance and produce summary statistics monthly of contracts supplied to the CCTV service.

14.2 Produce monthly monitoring reports on the performance of the service suppliers against set indicators applicable to each contract and any other matters of concern.

14.4 Identify and report any failings or irregularities in the performance of these contracts and advise the client of any variations or revisions required to improve performance.

14.5 Advise the client on opportunities to improve the operation, management, effectiveness and efficiency of the CCTV control room and its systems.

14.6 Regularly check the function of the CCTV equipment and the report any malfunction to the appropriate maintenance, service supplier or the Council, as advised.

14.7 To keep the performance of the systems and equipment under review and identify and manage the risk of faults and other risks to the operation of the cameras and control room systems.

#### **15     *Operate the CCTV surveillance equipment.***

15.1 No person is to operate the equipment unless they are a member of the Supplier's CCTV control room staff, a service or an installation engineer or has otherwise been approved to operate the equipment by the council.

15.2 No person is to operate the equipment unless they have been trained to do so and is familiar with the Lewisham CCTV code of practice.

**16 Provide an adequate, regular, consistent, trained and vetted staff team to undertake the management and supervision of the control room.**

16.1 Supply sufficient staff to manage and operate the CCTV systems during all 24-hour periods.

16.2 The Supplier is to provide a regular, consistent, trained, suitably qualified and vetted staff team sufficient to undertake the provision of the services in accordance with the specification.

16.3 The Supplier is to provide sufficient management and supervisory resources to ensure adequate management and supervision of the control room and full compliance with the contract documents.

16.4 The Supplier is to regularly review and assess the performance of the staff in undertaking the provision of the services.

16.5 The Supplier is to ensure that all staff attend a qualified optometrist for eyesight testing, and for the provision of any remedial or corrective treatment required. The Supplier is to notify the Council's Representative if any member of staff experiences from colour blindness.

**17 To train all CCTV operators to a standard to be agreed with the Council.**

17.1 All CCTV operators are to be trained to a standard to be agreed with the Council. It will be the Supplier's responsibility to ensure that all members of staff are trained to a standard agreed with the Council.

17.2 The Supplier is to maintain a high level of competence in the management and operation of the CCTV systems through a programme of training and continuous professional development.

17.3 The Supplier is to arrange for all staff engaged in the provision of the contracted services to be fully trained to a level which enables staff to be capable of understanding and undertaking the operation of the CCTV and other systems installed in the control room to the standard necessary to comply with the contract documents and Lewisham CCTV code of practice.

17.4 Where appropriate or necessary the Supplier is to arrange with the installer appropriate initial training for each new system to be operated from the control room or item of equipment

that is installed in the control room. It is the responsibility of the Supplier to ensure that all members of staff are available for such training.

17.5 No operator is to join the Supplier's Lewisham team until s/he has successfully completed induction training which to be supervised by the control room manager. Induction training is to consist of and achieve competence in:-

- a) Logging on at Supplier's control room, assignment instructions, fire and evacuation procedures, site health and safety, overview of control room equipment, MetCall radio and ShopSafe town centre radio procedures, telephone procedures, authorised persons rights of entry, visitor log, basic camera operation, daily camera and equipment checks, fault logging, surveillance (practical skills), incident reporting, manual records, electronic records, review suite practice and procedures, evidence bags and procedures.

17.6 The training programme is also to provide for:-

- a) Training in the requirements of the contract in so far as it concerns the duties and responsibilities of each member of the Supplier's staff and to a level which enables them to adequately undertake their individual duties;
- b) Training in the duties and responsibilities of the Supplier and his staff in complying within the requirements if the Lewisham CCTV Code of Practice (including assignment instructions);
- c) Communicating with external agencies for instance the Metropolitan Police Metcall control room and members of the public via help points and loudspeakers linked to CCTV systems;
- d) Recognition and reporting of a range of environmental offences, contract compliance and highways management matters;
- e) How to respond to civil contingencies and liaison with the civil contingency team.

## **18 Give advice and assistance on technical matters**

18.1 The Supplier is to when requested, provide professional and technical advice to the services to the Council's CCTV client officers.

18.2 To assist with commissioning of new systems and equipment upgrades.

## **19 Risk assessments**

19.1 Conduct risk assessments as necessary for equipment and activities and to supervise their compliance, ensure that equipment and apparatus is operated in accordance with the manufacturers' or other instructions given.

## **20 To operate the town centre radio system**

20.1 The operation of the ShopSafe radio systems.

20.2 Monitor the radio for requests for assistance and respond accordingly, including passing on requests for assistance to the police Metcall control room.

20.3 To report faults and other system management issues as appropriate

## **21 To operate the police MetRadio**

21.1 The MetRadio is the principal means for communication between the CCTV control room and the police. It is to be used for all communication between the two services unless there is some failure or the CCTV operators are advised otherwise.

21.2 The CCTV operators are to monitor the radio and act on any requests for surveillance and respond to indirect information where CCTV surveillance may be of use to the police; for example, surveying a location before and whilst the police attend an incident without a stated request to do so.

## **22 To provide miscellaneous duties as required**

22.1 All media and other public enquiries are to be referred to the Council.

22.2 The Supplier is to co-operate with the Council's emergency planning service requests to use the CCTV control room.

22.3 Order and maintain supplies and consumables as necessary.

22.4 Operate any 'out of hours' service supplied by the control room including to verify ID badges and passes and record out of hours access.

22.5 Manage the issue and return of keys giving access to CCTV cameras and equipment installed in the field.

22.6 Monitor environmental enforcement officers and **Street Care** staff while executing warrants and performing other duties.

22.7 If the Supplier establishes that requirements are not appropriate or are not detailed for a particular task, the Supplier shall detail their own task and submit for Council approval.

## **23 Additional security requirements**

23.1 It may become necessary in the future for the Control Room operatives to be responsible for other security measures that may include the following:-

- a) monitoring access control intruder alarms and other security devices in respect of any building which is the responsibility of the LB Lewisham or as instructed by the Council's Representative;
- b) monitoring and controlling vehicular access for any car park which is the responsibility of the London Borough of Lewisham or as instructed by the Council's Representative; and



c) acting as key holder safeguarding keys and recording their issue and return.

## Annex B

### Service Response Times

The Supplier is required to comply with the response times listed below:

<b>Priority Classification</b>	<b>Condition</b>	<b>Response Time</b>	<b>Other</b>
<b>Emergency</b>	A call from the police or other investigatory service to survey an incident	Immediate or as stipulated in the request	Record incident in log including CAD number
<b>Routine</b>	A request from the Council's data protection officer or FOI officer, to respond to an individual's request for personal data	As stated by council officer	
<b>Routine</b>	A request from the Council's FOI officer for data or other information	As stated by council officer	
<b>Emergency</b>	An alarm or other call received via the town centre radio the police or other investigatory service to survey an incident	Immediate or as stipulated in the request	Record incident in log
<b>Routine</b>	A request for data of an incident that may have been surveyed by the camera(s) for instance from the police, statutory enforcement agency, housing management, other system owner	Once representative has attended the control suite, maximum 24 hours for simple data requests that require no more than a single DVD to be recorded. Other requests to be negotiated with the requesting agency	In the case of a major incident then the requirement for the data is immediate
<b>Routine</b>	A request for the CCTV operator to review recently recorded images	Immediate if requested by police or other statutory enforcement agency	
<b>Emergency</b>	Loss of command and control or recording systems, any camera	Immediate report to Council Council's Representative or his	

	fault, or any health and safety hazard	deputy. Also, if loss is significant, to advise police Metcall control room of the matter.	
<b>Emergency</b>	Fault with the Met-Radio	Immediate report to Council Council's Representative or his deputy and contract the Metcall control room to advise and establish an alternative means for communication	
<b>Routine</b>	Fault with the town centre radio system	Immediate report to service agency or as soon as practicable	
<b>Routine</b>	Request to assist with an emergency planning rehearsal	As advised in the request	
<b>Emergency</b>	Activation of the emergency plan	As requested by the council's emergency planning officer or nominee	
<b>Routine</b>	Detection of an incident	Immediate notification to the police Metcall Control Room	Monitor and capture images of incident and persons involved