

APPENDIX E



SERVICE LEVEL AGREEMENT

CLOSED CIRCUIT TELEVISION SERVICE

*Chief Executive
King's Court
Chapel Street
King's Lynn
Norfolk
PE30 1EX*

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SERVICE LEVEL AGREEMENT

Between the
BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK
And
QUEEN ELIZABETH HOSPITAL
for
THE PROVISION OF CLOSED CIRCUIT TELEVISION SECURITY SYSTEM

THIS AGREEMENT made the day of
BETWEEN the BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK ("the Council")
King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX of the one part and QUEEN
ELIZABETH HOSPITAL
("QEHE") of **ADDRESS** of the other part

1. Introduction

1.1 The Council and QEHE hereby agree that the Council shall provide the following service ("the Service") for the QEHE will monitor the provision of the service in accordance with the following conditions.

3. Monitoring & Recording

3.1 The Council will record in multi-plex format information (data) from the cameras listed in the Schedule for the following times:

24 hours a day 7 days a week

3.2 The Council will ensure surveillance and monitoring in accordance with the Councils CCTV Code of Practice and Operations Manual.

3.3 During each 8 hours shift the operator will carry out four complete surveillance patrols. A patrol consists of taking each camera to its limits of its panning, zooming and tilting functions whilst searching an area. This patrol takes about one hour to complete.

3.4 Between patrols cameras with automatic preset positions will continue to move as programmed whilst those without such a facility will be stationed in a home position that is considered the most appropriate. In addition the operator will carry out random observations.

3.5 Operators will take a 10 minute break from monitoring every hour in order to prevent eye strain. During this break other duties will be carried out and refreshments taken.

3.6 All incidents and activities observed that may have a bearing or are connected with the security of the site are noted in the Operators Log and if merited communicated to the police visually by a dedicated link. The police will then make a judgement as to the level and timing of the response and liaise with the operator accordingly.

3.7 Any equipment breakdowns and weather conditions will also be recorded in the log.

3.8 All operators will have completed a recognised training course before being allowed to work unsupervised as per the Code of Practice.

3.9 All camera images will be simultaneously recorded and tapes are held for 14 days before being wiped for re-use.

3.10 All Data Protection Act protocols will be followed.



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4. Liaison with security personnel employed by QEH members

- 4.1 The QEH or nominee shall maintain an schedule of security personnel or organisations employed. A copy of the schedule will be held in the Control Room and any changes communicated by the QEH Chairman.
- 4.2 All security personnel or organisations listed on the schedule will be able to make contact and liaise with the Control Room.

5. Incidents

- 5.1 If a crime is reported on the site and the police believe there may be evidence in the recorded material then the police will have access to view the tapes.
- 5.2 Operators will in liaison with the police review tapes within limited periods. Police officers may take copies of tapes away for viewing away from the Control Room.
- 5.3 If a QEH representative reports an incident that in the judgment of the police does not warrant police action then viewing of the tapes will take place according either:
 - a) For time periods up to 4 hours viewing by the operator .
 - b) For time periods over 4 hours viewing by special arrangement that would involve the employment of an additional operator.
 - c) By the QEH member within the Control Room under the supervision of an Operator during normal working hours.
- 5.4 Full unedited tapes or copies of tapes will not be permitted to be removed from the Control Room by QEH representatives as this will contravene the Data Protection Act. Copies of tapes showing specific incidents only will be allowed to be taken away by QEH representatives after authorisation by the Director – Community or a senior officer nominated by that officer.

6. Reporting and Communications

- 6.1 Any crime, other incident or major breakdown of equipment will be reported to the QEH within 2 working days.
- 6.2 Only the authorised representatives of the QEH specified in the Schedule will have permission to contact the Control Room directly.
- 6.3 The Council management structure and contact officers for the service is shown in the Schedule.

7. Payments

- 7.1 The QEH shall pay to the Council the sum shown in the schedule.
- 7.2 The payment for each financial year beginning 1 April shall be reviewed annually and agreed by a date no later than 31 December in the previous year.

8. Variation and Determination of this Agreement

- 8.1 This agreement may be varied or determined by agreement between the Council and the QEH with any determination taking effect at such time as may be agreed.

9. Arbitration

- 9.1 All disputes between the parties arising out of or connected with this Contract or the performance of the Works by the Contractor shall in default of agreement be referred to an Arbitrator to be agreed upon by the parties or in default of such agreement to be



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nominated by the President of the Chartered Institute of Arbitrators or a person appointed by him.

9.2 The Arbitrator shall be entitled to make such decision or award as he thinks just and equitable having regard to the circumstances then existing and the cost of such arbitration to follow the event or, in the event of neither party succeeding, to be apportioned between the parties by the Arbitrator in such proportions as he in his absolute discretion shall decide.

9.3 Any award or decision of such Arbitrator shall be final and binding on the parties hereto.

10. Signatures

For the Borough Council of Kings Lynn & West Norfolk

Name

Designation

Date

For Queen Elizabeth Hospital

Name

Designation

Date



Camera Locations

No	Site	Location	Type	Installed
100	Queen Elizabeth Hospital	QE Goods entry	Dome Pole > 5m	01/04/1993
101	Queen Elizabeth Hospital	QE Reception	Dome Building > 5m	01/04/1993
102	Queen Elizabeth Hospital	QE Car park (Mid South Generator)	Dome Pole > 5m	01/04/1993
103	Queen Elizabeth Hospital	QE Car park (Mid West)	Dome Pole > 5m	01/04/1993
104	Queen Elizabeth Hospital	QE Car park (North East)	Dome Pole > 5m	01/04/2001
105	Queen Elizabeth Hospital	QE Car park (Mid East)	Dome Pole > 5m	01/04/2001
106	Queen Elizabeth Hospital	QE over flow Car park (South West)	Dome Pole > 5m	01/04/2001
107	Queen Elizabeth Hospital	QE Social Club	Dome Pole > 5m	01/04/1993

Costings

2004/05	23400	2.50	8	2925	0.335		8000.000
2005/06	23970	2.00	8	2996	0.343	3692.000	11692.000
2006/07	24570	2.50	8	3071	0.352	3692.000	15384.000
2007/08	25180	2.50	8	3148	0.360	3692.000	19076.000
2008/09	25810	2.50	8	3226	0.369	3692.000	22768.000
2009/10	26460	2.50	8	3308	0.379	3692.000	26460.000