

Overview and Scrutiny Committee – 19 January 2016  
Performance Review of Contracts

<b>Name of Contract:</b>	Agreement for the Provision of Monitoring and Maintenance Services of CCTV		
<b>Supplier/Contractor:</b>	Runnymede Borough Council		
<b>Value:</b>	£108,440		
<b>Length:</b>	10 years	<b>Expiry:</b>	9 <sup>th</sup> May 2021
<b>Contract Manager:</b>	Keith McGroary		
<b>Scope of Contract:</b>	<p>The monitoring of all CCTV cameras within the scope of the contract 24 hours a day, 356 days a year.</p> <p>The maintenance of the above CCTV cameras excluding parts</p>		
<b>Contract performance measures:</b>	<p>To keep recordings of all pictures taken for 1 calendar month          Ensure that faults are repaired within 7 days unless the camera is required for operational reasons when it will be repaired within 48 hours.          Maintain a log of all faults and record of attention to such faults          Ensure that faults are reported within 1 hour of coming to notice          Notify SBC regarding any acts of vandalism or misuse of CCTV / any incident to which the police would be normally called but is over in a short time period / any event where there is evidence of criminal or anti-social behaviour</p>		
<b>How often is contract performance reviewed?</b>	It is a living document with the conditions being tested almost every week		
<b>When did last review take place?</b>	12.12.2014		

**How was the review undertaken?**

A meeting with the Manager of the CCTV control room and the Community Safety Manager take place once a year to discuss delivery of the contract as well as future potential developments

Due to the ongoing nature and frequent contact with RBC, most elements of the contract are continually being discussed and arrangements made to rectify any problems. There is familiarity of the contractual expectations by SBC staff managing the CCTV.

Community Safety Team staff also meet the Control Room manager on an ad hoc basis once or twice a year to discuss issues / developments and report back to the Community Safety Manager

Secondary users, specifically Surrey Police are asked for feedback and they have reported very positively with regards to the service they receive when requiring evidential material from the CCTV records or indeed, requests for CCTV to be targeted at particular hot-spot locations.

Monthly performance reports are provided by RBC with regards to all incidents that our CCTV network have been used to capture

Have received reports in the last week of damage to a CCTV camera in Stanwell (costs to be recovered via SBC Insurance)

Dialogue with the contractor (RBC) occur several times a week regarding CCTV

**Was Customer satisfaction monitored?**

It is not a measure in the contract

**If yes, by what means?****What was the outcome of the review?**

The contract is being delivered as agreed. The contract was built with the flexibility to add changes; since it was first agreed an additional 4 cameras have been added to the original contract, but the same conditions apply.

There have been no circumstances to date where there has been any disagreement with compliance with the contract.

The contract has now been in place for over 4 years and has provided for consistency of approach, service and expectations from both SBC and RBC.