



OFFICE OF THE BIOMETRICS
AND SURVEILLANCE
CAMERA COMMISSIONER

Framework Service Level Agreement

Duty to Have Regard to Surveillance Camera Code –
Framework SLA for CCTV Systems

This document provides guidance and a set of recommended minimum requirements to which local authority CCTV system owners and police forces should have regard when compiling Service Level Agreements in accordance with their legal obligations under the Protection of Freedoms Act 2012.

Using this tool

This guidance has been prepared by the National Police Chiefs' Council (NPCC), The Public CCTV Managers Association (PCMA), the Biometrics & Surveillance Camera Commissioner (BSCC), the LGA and through consultation with other key organisations.

The guidance is designed to help you and your organisation develop a Service Level Agreement (SLA). It is not in itself an SLA but a tool to help you ensure you have included all the minimum requirements that would be expected to be included in an SLA. The sections that are outlined below are not exhaustive; there is no 'one size fits all SLA' and you may wish to include additional sections to agreements you already have in place or will in the future.

It should be completed in conjunction with the [Surveillance Camera Code of Practice](#) (SC Code) and its [12 guiding principles](#) issued under the [Protection of Freedoms Act 2012](#) and other relevant legislation such as:

- [GDPR & Data Protection Act 2018](#)

- [Human Rights Act 1998](#)
- [Regulation of Investigatory Powers Act 2000](#)
- [Investigatory Powers Act 2016](#)
- [Crime and Disorder Act 1998](#)
- [Terrorism Act 2000](#) and [Terrorism Act 2006](#)



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Relevant authorities must have regard to the SC Code when operating surveillance camera systems and also when working with organisations who aren't directly bound by that duty. Further advice on the extent and implications of that duty can be obtained from your statutory Monitoring Officer (either from the relevant local authority or the elected local policing body for a police force).

An effective SLA is a crucial part of any partnership working arrangements between organisations. This template has been designed specifically for partnerships between relevant authorities defined at section 33(5) of the Protection of Freedoms Act 2012 (local authorities and police forces) regarding the operation of surveillance camera systems. However, it will be of use for any partnership working.

The Senior Responsible Officer for compliance with Protection of Freedoms Act 2012 requirements in relation to the SC Code should oversee the completion of this document with input from other relevant people in your organisation. For example, you should seek guidance from your Data Protection Officer for those sections of the SLA that relate to data protection issues.

Elected local policing
body who will be the
owner of the system and
its assets

Name of organisations party to this agreement

--

Scope of surveillance camera system/s covered by this agreement.

--

Senior Responsible Officer
Local Authority

--

Senior Responsible Officer
Police Force

--

Signatures

--

Date of sign off

--

Date of review
(Recommended as a minimum every 2 years)

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Section 1

Information Sharing Agreement between the parties. This section must be completed in consultation with your Data Protection Officer.

1. Have you clearly identified the purpose(s) for which the system is to be used?

Yes

No

2. Have you clearly identified the lawful basis for your proposed use of surveillance?

Yes

No

3. Have you stated in your Information Sharing Agreement what data will be shared, how, under what circumstances and with whom?

Yes

No

4. Have you articulated how the arrangements comply with the GDPR & Data Protection Act 2018?

Yes

No

5. Have you agreed the point at which Data Controllorship is passed from the system owner to the investigating authority? For example, the chief constable will be the controller once a local police force have received the data, and this must be formalised in the ISA. The local authority would be data controllers for the 'original' data if they continue to retain it and there are circumstances where both might be the controller.

Yes

No

6. Are there any other agreements or protocols in place regarding your CCTV system and, if so, are they compatible with this SLA? For example, Overarching Information Sharing Agreements and Data Privacy Impact Assessments.

Yes

No

7. Have you ensured that all staff engaged in the monitoring of CCTV are compliant with the licensing requirements of the [Security Industry Act 2001](#)?

Yes

No

Notes

<https://www.sia.homeoffice.gov.uk/Documents/licensing/sia-cctv-flowchart.pdf>

<https://www.sia.homeoffice.gov.uk/pages/about-legislation.aspx>

Examples of ISA

Section 2

Directed Surveillance under the [Regulation of Investigatory Powers Act 2000](#) (RIPA)

The Investigatory Powers Commissioner's Office (IPCO) recommends that there is a written protocol between the law enforcement agency and local authority if surveillance cameras are to be used for directed surveillance. Where appropriate the protocol should include a requirement that the local authority should see the authorisation, redacted if necessary and only allow its equipment to be used in accordance with it. This section should be completed in consultation with your Authorising Officer with regard to RIPA. (Counter Terrorism Surveillance is dealt with in section 3)

8. Do you have a written protocol with the police which satisfies you as the Data Controller that any directed surveillance is lawful, proportionate, and necessary?

Yes

No

9. Do both parties have a Single Point of Contact to help facilitate communication with regard to RIPA?

Yes

No

10. Are there suitable arrangements which can be put in place for the police to carry out directed surveillance without interfering with the normal operations of the control room?

Yes

No

11. Are there arrangements to supply feedback to the local authority once the operation has concluded and to ensure that directed surveillance is not continued beyond the validity of an authorisation under RIPA

Yes

No

12. How long do you keep your Directed Surveillance Authority documentation for?

Notes. Examples of RIPA documentation.

Section 3

Counter Terrorism Surveillance.

Arrangements with Counter Terrorism units should be covered by a separate Memorandum of Understanding (MOU) to section 2 of this document. The system owner and data controller must be satisfied that any surveillance is lawful and has been expressly authorised by xxxxxxxxxx officer in accordance with the [Regulation of Investigatory Powers Act 2000](#).

13. Do you have an MOU with your local Counter Terrorism unit and is this documented in the SLA?

Yes

No

14. Have you documented in the SLA how images [data?] will be accessed and shared?

Yes

No

15. Have you consulted with your DPO and completed the relevant section of your Data Protection Impact Assessment?

Yes

No

16. Do you have a Single Point of Contact within Counter Terrorism?

Yes

No

17. Are there arrangements to supply feedback to the local authority once the operation has concluded and to ensure that directed surveillance is not continued beyond the validity of an authorisation under RIPA

Yes

No

Notes

Validation may be required by IPCO when inspecting Local Authorities for RIPA compliance. Feedback can be in the form of generic information showing the contribution of LA CCTV to the CT Strategy. The Local Authority SPOC should contact their local CT office in order to agree procedures and compliance with this section. This will also help facilitate future partnership working, feedback and training which is covered in section 6 of this document. Guidance: [Working with counter terrorism security advisers](#)

Section 4

Vetting.

To help facilitate the sharing of information for the purposes of the prevention and detection of crime and public safety. Local Authority staff should be vetted to the nationally agreed minimum standard.

18. Have all your staff been vetted to the nationally agreed minimum standard?

Yes

No

19. Have you included a point of contact for vetting in the SLA?

Yes

No

20. Have you included an agreed timescale for vetting results?

Yes

No

21. Do you have locally agreed protocols in the event that any staff fail vetting?

Yes

No

22. Please detail any areas where further action is required to conform more fully with the requirements of vetting.

23. Please detail any other forms of vetting which you carry out for your LA staff. e.g. [BS7858:2019](#).

Notes

Some police forces may experience significant delays with processing vetting applications. Warwickshire Constabulary offer a Police National Contractors Vetting service which includes a completion time service level agreement.

Section 5

Airwave.

Allowing local authority staff-controlled access to Airwave assists with effective, real time information exchanges with the police, benefit public and police safety and help to prevent and detect crime.

24. Does the local authority have access to Airwave Radio?

Yes

No

25. Has the owner of the CCTV System registered with Ofcom and completed a Tetra Encryption Algorithm (TEA 2) licence?

Yes

No

26. If your staff are contracted to provide CCTV monitoring does their employer have a TEA2 Sharers Licence?

Yes

No

27. Have you documented in the SLA the measures that are in place to ensure the security of the Airwave equipment and the security of the data transmitted from this equipment?

Yes

No

28. Please detail any areas where additional action is required to conform more fully with the requirements of the TEA2 licence.

Section 6

Police Force Feedback to LA.

Where local authorities provide the police or other agencies with images or other information derived from the use of their surveillance camera systems the police or other agency should ensure that they have effective processes in place to inform the local authority as to the outcome of their operational and/or investigative activity. This should include any judicial outcome. This is important in system managers being able to justify the pressing need for the surveillance system and the continued financial investment in it.

29. Are there documented Single Points of Contact in the police who can provide the local authority with feedback operationally, strategically and with regard to directed surveillance?

SPOC for day to day operational demands – NPT & Response

Yes

No

SPOC for strategic meetings concerning the CCTV System

Yes

No

SPOC for Directed Surveillance

Yes

No

SPOC for Counter Terrorism

Yes

No

Notes

30. Have you documented how the police will provide locally agreed performance indicators and feedback between the parties on at least a monthly basis?

Yes

No

Notes

31. Are local authority staff included in any police recognition or award schemes?

Yes

No

32. Have you agreed to provide the LA SPOC with statistical data on an annual basis relating to crime and anti-social behaviour in the vicinity of LA CCTV cameras?

Yes

No

33. Have you agreed to provide feedback to the LA SPOC regarding the quality of images reviewed during investigation or live images detailed in Section 8?

Yes

No

Notes

Attached is an example of statistical data provided to the local authority by the police detailing crime and anti-social behaviour within the area of CCTV cameras.

Section 7

Local Authority Key Performance Indicators (KPI'S).

Part of the Biometric & Surveillance Camera Commissioner's National Surveillance Camera Strategy is the development of a suite of performance standards and information criteria that local authorities can make available to the public and key partners.

34. Do you have a set of key performance indicators which is provided to the police?

Yes

No

35. Does the SLA set out how KPI's will be made available to the public and key partners?

Yes

No

36. Please detail any other reports relating to the performance and effectiveness of your system.

Notes

Example of Local Authority Key Performance Indicators which were agreed as a minimum standard by the Surveillance Camera Commissioner and local authorities in 2018

Section 8

Provision of live CCTV images by local authorities.

Wherever possible local authorities should assist the police by providing live images of CCTV. This will help the police to assess an appropriate response to incidents and consider public and officer safety.

37. If the local authority provide access to live images is this documented in the SLA?

Yes

No

38. If the local authority allows police control of their cameras is this documented in the SLA?

Yes

No

39. Does the SLA contain provisions for the police to provide audits which set out the reason for access as well as who has accessed and/or controlled the CCTV camera system?

Yes

No

40. Have you completed the relevant section of the Data Protection Impact Assessment which covers the sharing of live images?

Yes

No

Notes

Example of a camera sharing agreement between local authority and police. Biometrics & Surveillance Camera Commissioner DPIA template and guidance.

Section 9

Training.

In addition to the training provided by the system owner it is recommended that the police assist local authority staff with specific training in evidential procedures, legislation, how to obtain best evidence, continuity and radio communications.

41. Does the SLA document what training provisions the police provide for CCTV operators? For example, practical use of CCTV, legislation, Airwave, continuity and human rights/legitimate expectations?

Yes

No

42. Do you have a training review process established to ensure your staff are up to date with relevant legislation and guidance?

Yes

No

Notes

Section 10

Welfare.

Local authority staff are often called upon to monitor live incidents or review recordings which are graphic, disturbing and upsetting. There is also the added pressure that, apart from the ability to monitor and summon help, the operator is left in a situation of feeling unable to prevent serious injury or death. It is imperative to include LA staff in any initial debrief.

43. Does the SLA contain details of arrangements provided to ensure that LA staff are involved in the initial debrief and initial instigation of welfare support and signposted to LA SPOC?

Yes

No

Documents to be read and understood as forming part of this SLA: -

LA CCTV Code of Practice

Joint LA/Police Information Sharing Agreement

LA Data Protection Impact Assessment.

Tetra Encryption Algorithm (TEA 2) license

LA Information Security Incident Reporting Policy

The xxxxxx Police's Information Security Incident Reporting Policy.

DSA Authorisation Document

CT MOU

LA KPI Document

Force vetting policy

MOPI Guidance?



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