



WILTSHIRE POLICE

Force Disclosure Unit

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 14th September 2023

Ref: FOI 2023/856

Dear,

I write in connection with your request for information dated 25th August 2023 concerning the organisation's CCTV maintenance and support contract.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and after having consulted our Facilities department – I am now able to respond as follows.

You wrote & our response:

The information I require is to do with the organisation's CCTV maintenance and support contract.

Please can you send me the information stated below:

1. Supplier of the contract for CCTV maintenance and support
[Clearview for HQ and Melksham currently. Tremorfa will take over the CCTV at Melksham from the end of 2023.](#)
2. How much does the Org/s spend annually with the supplier? (if multiple suppliers please list the annual spend for each)
[Bi-annual Service Visit costs – circa £6,500 per annum \(Clearview\).](#)
[Responsive maintenance call outs – £4,500 per annum \(Clearview\).](#)
[PPM \(planned/preventative maintenance\) – £14,000 per annum – camera replacement, NVR \(digital recorder for CCTV data storage\) & UPS replacement + new microphones etc \(Clearview\).](#)
3. What is the renewal date of this contract?
[Devizes HQ – February 2024 \(Clearview\).](#)
[Melksham – Tremorfa \(2-year service contract from completion of custody refurbishment built into JCT contract\).](#)

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4. What is the duration of the contract?
Contract reviewed annually for Devizes HQ.
Contract will be reviewed at end of Tremorfa 2-year term for Melksham – CCTV is part of the integrated safety and security system for custody they are installing.
5. What is the review date of this contract? If possible the likely outcome of this review
Early February 2024 – due the likely pending up-grade / replacement of CCTV systems at the Devizes HQ site, the incumbent is likely to be contracted for a further year.
6. The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list?
IndigoVision.
APC.
Eneo
DeView
Bosch.
7. What is the total number of cameras in use/under this contract?
145 cameras currently.
175 when Melksham refurbishment complete.
8. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.
Bi-annual service inspection and 24/7 responsive maintenance call out service (6 / 12-hour response time).
9. Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details
Facilities team (estates@wiltshire.police.uk).

The other remaining questions below are not applicable.

If there is no CCTV maintenance contract in place

1. What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.
2. How much is the average annual spend on the in-house maintenance?
3. How many cameras are in use?
4. Is there a plan to review this at any point, if so what would the date be?
5. Who is in charge of overseeing the in-house maintenance?

If there is no maintenance contract or in-house maintenance in place, is there a ad-hoc agreement?

If yes,

1. Who is the supplier? Is this varies could you please list?
2. What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.

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3. How many cameras are in use?
4. How much is the average annual spend on the ad-hoc agreement?
5. What is the date it is to be reviewed?

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

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4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review, they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk