

Level

Tier

Scope

Service

District, Unitary

CCTV



CCTV Monitoring

Characteristic(s) / CSF(s):
Use of digital technology
Procurement and commissioning



Problem and Approach

- Tunbridge Wells Borough Council and Tonbridge & Malling Borough Council have a partnership arrangement to carry out Closed Circuit Television (CCTV) Monitoring on a 24 hour basis. As part of the partnership arrangement, Tunbridge Wells Borough Council is responsible for the provision of a CCTV monitoring service, whilst Tonbridge & Malling manage the hardware and maintenance contract.
- The existing CCTV monitoring contract was up for renewal and as with all councils, TWBC had to ensure they were being efficient across all of their services and saw an opportunity to test the suitability of the service and current market condition.

Outcomes

- Through the procurement and decision-making process, TWBC appointed a fully compliant service contract that resulted in approximately £250,000 saving over a 4 year period.
- To help support the review, TWBC had gathered a significant level of data which would help inform any change to the service requirements, ensuring the eventual contract would be based on an intelligence-led decision making process

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