



Case Study

Centre of excellence for CCTV services at the London Borough of Bexley



Following a major upgrade to its CCTV services in 2010, the London Borough of Bexley is benefiting from improved community safety, reductions in crime and increases in operational efficiency.

The London Borough of Bexley was the first local authority in the UK to adopt a new outsourced model, and they chose Siemens to design, build, staff, manage and operate a comprehensive outsourced CCTV service. This was put in place to reduce the long term costs of security across the borough whilst guaranteeing improved performance and support. The Siemens partnership offers the Council fixed costs, simpler budgeting and savings in procurement costs as well as investment in new technology to improve efficiency.

The borough's investment in technology and manpower, facilitated by its partnership with Siemens, has led to the creation of a centre of excellence for CCTV that can provide services to other public and private sector organisations.

This advanced facility is managed by a specialist team who are fully vetted and qualified to monitor CCTV and other services, with direct links to the Police and other emergency services.

Today the state-of-the-art Community Safety Centre monitors four town centres, a number of housing estates, a high profile location close to the Olympic Park and several remote commercial locations, including some of Siemens' larger manufacturing sites in the North and Midlands. The monitoring system is both cost-effective and efficient as immediate visual verification of intrusion or criminal activity means incidents can rapidly be confirmed or refuted and the appropriate action taken.

To ensure efficiency the service is closely monitored and performance managed to ensure stringent key performance indicators are met, and exceeded.

A number of achievements can be demonstrated as follows:

- Total number of incidents initiated by CCTV operators has increased
- Arrest data has improved
- Level of evidence issued to the Police has grown
- Camera downtime reduced and asset availability currently running at 99.8%

In 2011 Bexley became the safest borough across London and saw the largest drop in burglaries and violent crime across the capital.



In June 2012, against stiff competition, the Bexley CCTV operating team won the prestigious national British Security Industry Association Security Personnel Awards, having previously been regional winners in January 2012.

The team has demonstrated considerable skill and a proactive approach in dealing with a wide range of situations, in particular crucial CCTV evidence relating to major crimes. This approach led to the team being awarded a Police Borough Commander's and Senior Investigating Officers' (Murder Squad SCD1) Commendation. A staff handover book includes messages of thanks to the staff for their hard work and commitment from the borough, the Police and the public.

Jackie Andrews, Director of Neighbourhood Services at Orbit South, who use the CCTV service, comments: "The monitoring of our cameras by the London Borough of Bexley supports our commitment to provide communities and neighbourhoods where residents feel safe and where they want to live. Working in partnership in this way means that we can offer peace of mind to our residents and visitors as well as mitigate the fear of crime."

Mike Frizoni, Deputy Director of Public Realm Management at the borough, added: "The London Borough of Bexley is keen to support local business, housing associations and public bodies in improving their security response through the provision of first-rate remote monitoring services."

The London Borough of Bexley has one of the most modern and advanced CCTV facilities in the UK, delivering fully comprehensive remote surveillance, including alarm response, incident reports, visitor access, gatehouse management, lone worker monitoring, remote guard tours and mobile response. Its partnership with Siemens ensures there is a clear technology roadmap to develop future CCTV services and assist in the creation of a safer community.

The borough is about to enter the second year of its three-year financial plan agreed in March 2011 - known as Strategy 2014. Over the past year the Council has worked hard to achieve the savings set out in the Strategy and is currently on course to deliver the target savings of £35m. Although the focus has been on reducing spending, the Council continues to make a significant investment in services for its residents.

Highlights

- Complete outsourced solution
- Centre of excellence for CCTV
- Provides services to other public and private sector organisations
- Fixed costs, simpler budgeting, procurement savings
- Investment in new technology to improve efficiency
- Stringent key performance indicators met, and exceeded
- Safest borough across London in 2011

National BSIA Security Personnel Awards Winner 2012, Best Use of Technology

© Siemens plc 2013
Printed in the UK

Siemens plc
Infrastructure & Cities Sector
Building Technologies Division
Brunel House
Sir William Siemens Square
Frimley
Camberley
GU16 8QD
Tel: +44 (0) 1276 696000
E-mail: firesafetyandsecurity.gb@siemens.com

The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.