

Leicestershire Police Case Study

How Leicestershire Police extended their security partnership with Reflex Systems to maintain a resilient and compliant force-wide CCTV network



The Customer

Leicestershire Police protects a population of more than one million people across the counties of Leicestershire and Rutland, covering an area of over 2,500 square kilometres (approximately 980 square miles).

The police force operates from a wide and diverse estate that includes high-risk, outlying, and specialist operational facilities. Delivering effective security and surveillance across this broad estate is vital to maintaining public safety and supporting day-to-day policing operations.

The Challenge

Following a successful five-year agreement originally awarded through a successful tender process in 2020, Leicestershire Police required the renewal of their service contract to continue maintaining their extensive force-wide CCTV infrastructure. The network comprises the latest-generation, source-compliant IP camera systems, recording appliances, and supporting infrastructure, all designed to deliver high reliability and performance across multiple locations. As part of the service contract renewal, the Leicestershire Police force also required integration of additional operational sites, ensuring that all facilities remained connected, monitored and fully maintained to recognised security and industry standards.

The Solution

Leicestershire Police renewed its strategic service partnership agreement with Reflex Systems for a further three years, commencing October 2025. Under this new agreement, Reflex will continue to provide a premium service and maintenance package, including:

- Planned preventative maintenance in line with British, European and industry standards
- Certified and qualified specialist engineers
- Dedicated call centre for logging faults and requesting support
- Fixed call-out and engineering rates
- Direct access to Reflex's technical support team
- Comprehensive audit and condition reporting with recommendations
- Identification of training needs and ongoing compliance guidance
- Ongoing advice and assistance to ensure compliance with recognised standards
- Inclusive engineering labour, call-outs and service costs.

This renewed agreement reinforces Reflex Systems' long-term commitment to supporting the police force's operational resilience, compliance and security performance.

The Payoff

The continuation of this multi-year partnership ensures that Leicestershire Police benefits from consistent security system reliability, fast service response times and a trusted single point of contact for ongoing support and future system enhancements.

Our proactive maintenance approach also helped minimise downtime and ensure that Leicestershire Police's security network remains compliant, scalable and ready to evolve with emerging technology.