

Telecoms Recoveries

173 Public Sector Audits to Date

£17.5m Refunds and Savings to Date

ORGANISATION	TOTAL
Avon Fire Brigade	£37,329
Barnet PCT	£25,722
BHB Community Healthcare NHS	£24,792
Birmingham Community Healthcare NHS FT	£106,487
Bridgend County Borough Council	£103,144
British Council	£77,680
British Medical Association	£13,097
Buckingham Palace	£141,528
Buckinghamshire County Council	£138,186
Cambridgeshire Constabulary	£55,967
Central Liverpool Primary Care Network	£49,399
Cheshire County Council	£63,606
City of London Police	£139,398
Cleveland Police	£35,756
Dacorum Borough Council	£27,126
Dorset Fire & Rescue Service	£16,875
East Kent Hospitals NHS Foundation Trust	£39,314
East Sussex County Council	£179,497
Essex Ambulance Service NHS Trust	£20,708
Essex County Council	£96,023
Glasgow City Council	£126,917
Greater Manchester Police	£17,937
Guy's & St. Thomas NHS Foundation Trust	£75,156
Hampshire Constabulary	£233,030
Hampshire County Council	£836,618
Herefordshire Council	£54,272
Humberside Police	£66,598
Kent Ambulance NHS Trust	£40,321
Kent County Constabulary	£159,616
Kent County Council	£465,994
Kent Fire Brigade	£12,748
Kent Police	£478,423
Lancashire County Council	£229,687
Leeds City Council	£251,755
Leicestershire Constabulary	£42,369

ORGANISATION	TOTAL
London Borough of Barnet	£35,477
London Borough of Newham	£86,571
London Borough Waltham Forest	£74,838
Merseyside Police	£27,674
Merthyr Tydfil County Borough	£17,715
Metropolitan Police	£805,341
Moorfields Eye Hospital NHS Foundation Trust	£112,744
NHS Blood & Transplant Service	£41,689
NHS Highland	£579,779
Norfolk & Norwich NHS University Foundation Trust	£52,152
Norfolk Constabulary	£190,508
Norfolk County Council	£33,467
Norfolk Fire Service	£72,157
North Hampshire Hospital NHS	£17,299
North Middlesex Hospital NHS	£15,965
Northern Lincolnshire and Goole NHS FT	£14,397
Northumberland County Council	£87,434
Northumbria Healthcare NHS Foundation Trust	£30,143
Nottingham City Council	£203,772
Nottingham City Hospital	£34,231
Nottinghamshire Fire & Rescue	£25,544
Nottinghamshire Healthcare NHS Foundation Trust	£71,308
Nottinghamshire Police	£97,821
Peterborough City Council	£10,402
Portsmouth City Council	£42,451
Rhondda Cynon Taf County Borough Council	£22,450
Royal Berkshire Fire Authority	£15,545
Royal Devon & Exeter Hospital	£41,394
Royal Surrey County Hospital	£53,420
Royal United Hospital Bath NHS Foundation Trust	£366,426
Salisbury NHS Foundation Trust	£38,202
Sandwell Metropolitan Borough Council	£97,877
Scottish Ambulance Service	£61,404
South Central Ambulance Service NHS FT	£233,786
South Lanarkshire Council	£31,989

“ PCMG have been very thorough with their review of our telephony and networking invoices. They have helped us towards our ambitious savings targets this year and have delivered some large credits, as well as reducing cost on an on-going basis.

I would high recommend their services for your business. ”

Lisa Steptoe,
Senior Finance Manager,
South Central Ambulance Service

Total refunds and savings:
£233,786

NHS
South Central
Ambulance Service
NHS Foundation Trust



ORGANISATION	TOTAL
South Yorkshire & Humberside Police	£86,491
South Yorkshire Fire & Rescue	£154,044
South Yorkshire Police	£72,046
Southampton City Council	£64,281
Staffordshire County Council	£51,136
Staffordshire Police	£350,144
Stirling Council	£11,685
Surrey Police	£389,975
Sussex Ambulance Service	£22,488
Sussex Police	£61,470
Swansea City Council	£110,490
Swindon Borough Council	£62,048
Telford & Wrekin Council	£95,859
Thames Valley Police	£49,352
The Highland Council	£128,426
Trafford Metropolitan Borough Council	£20,274
Transport for London	£1,585,666
University of Roehampton	£28,350
Warwickshire County Council	£69,275
Welsh Ambulance Services NHS	£63,554
West Country Ambulance Service	£60,153
West Hertfordshire Teaching Hospitals NHS Trust	£120,714
West Mercia Constabulary	£427,855
West Midlands Fire Service	£13,769
West Midlands Police	£476,461
West Yorkshire Police	£1,382,679
Wiltshire Council	£403,029
Worcestershire County Council	£630,302

Telecoms are a considerable expense for the Council in maintaining essential services for the community, with an approx. spend of £785k each year.

Refunds totalling £51,963 were recovered, with an annual saving of £20,742 secured going forward; making total recoveries £72,705.

Total refunds and savings:

£72,705



Hampshire
County Council

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Telecoms Audit Case Study:

Transport for London

In our most recent audit for TfL in 2024 PCMG delivered over £420,000 in telecom refunds, plus £165,666 annual savings for Transport for London.

“ TfL’s engagement with PCMG has proved and delivered tangible benefits for TfL. Throughout the process, PCMG have managed the account with diligence, professionalism, and dedication. In addition, PCMG have provided value added benefits to TfL through the information gathered during the audit period which has further provided positive insights into some complex communications services. ”

Neel Gudka, Transport for London



Combined Refunds
& Savings:
£1,585,666

For more information,
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Government
Commercial
Agency
Supplier

Public Sector organisations can access PCMG’s forensic audit services through the Government Commercial Agency Debt Resolution Services framework. **Ref: RM6366**

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