

## Case Study:

# West Lothian Civic Centre

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When West Lothian Civic Centre opened to the public on 23 July 2009, it marked the realisation of a long-term vision that will save taxpayers millions of pounds and bring about significant improvements in the delivery of police, custodial and public sector services.

The £53 million complex is a purpose-built hub for all public service provision in and around Livingston, Scotland, an area serving 170,000 people. Believed to be the biggest partnership project of its type in the UK, the vision was founded on the premise that police, custodial and council services could be safely co-located within a single complex combining both high security with ease of access.

Rising to the challenge, in 2007 Reliance High-Tech (RHT) won the bid to deliver a complete, integrated electronic security and fire solution, the largest public sector security solution of this size and scale delivered in Scotland.

### Security challenge

While founded on strong principles, bringing the West Lothian vision to life in practice demanded a holistic electronic security solution to support seven different civic services, including:

- Divisional Police Headquarters for Lothian & Borders Police
- Sheriff and Justice of the Peace Courts complex
- West Lothian Council Headquarters

- Crown Office and Procurator Fiscal Service
- Scottish Children's Reporter Administration Service
- Lothian and Borders Fire and Rescue Service
- West Lothian Community Health and Care Partnership.

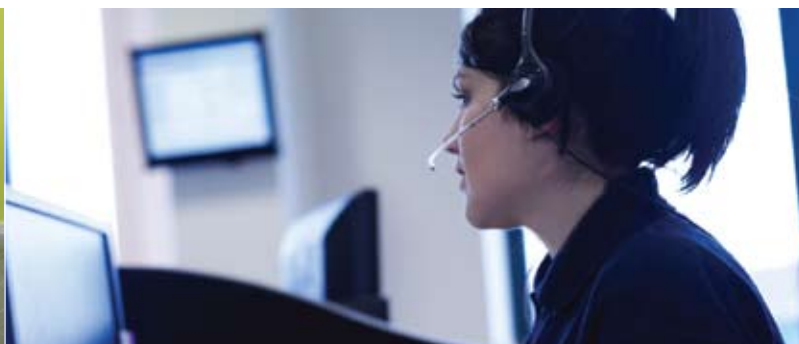
In response to the brief, RHT had to design a highly robust security solution to meet the diverse needs of these partners and their 1000 employees who would be working together under one roof for the first time. As well as accommodating the different working practices of multiple partners, the specification had to maximise both scalability and the flexibility to enable multi-functional use of shared spaces.

As the first project of its type, from design in 2007 to delivery in 2009, our requirements were continually reviewed to maximise efficiencies and Reliance High-Tech continually impressed with the excellent project management and ability to accommodate our evolving needs, always finding pragmatic solutions without compromising standards.

**John Keenan, Civic Centre Buildings Manager**

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Most importantly, employees and visitors would need the freedom to move around easily and safely in close proximity to secure areas designed for Court and Police custodies.

As with any project on this scale, RHT had to meet stringent cost, compliance and quality criteria. Furthermore, as the project progressed from appointment in 2007 to delivery in 2009, the client requirements changed significantly so RHT had to continually innovate and respond as the brief evolved.

### Our solution

Reliance delivered a large-scale multidisciplinary security solution taking an end-to-end holistic approach from risk assessment, design and installation to training and maintenance. A hybrid system was specified with a mix of digital IP and analogue equipment to support the multi-purpose nature of the Civic Centre.

The dedicated security network solution combines high levels of flexibility, resilience and reliability with ease of operator use. The new security infrastructure makes it easy for operators to control multiple integrated functions across the entire complex from a single interface, including:

- Powerful ISM front end control system
- 170 CCTV cameras to monitor all buildings, car parks and perimeters
- Remote access control for 240 doors, barriers and entry points
- Video intercom and intruder alarm system
- State-of-the-art 54-cell custody suite
- An integrated life signs monitoring system in all cells
- Affray alarm and cell call system in all cells
- Fire alarm system with 1000 smoke alarms across the complex.

### State-of-the-art custody

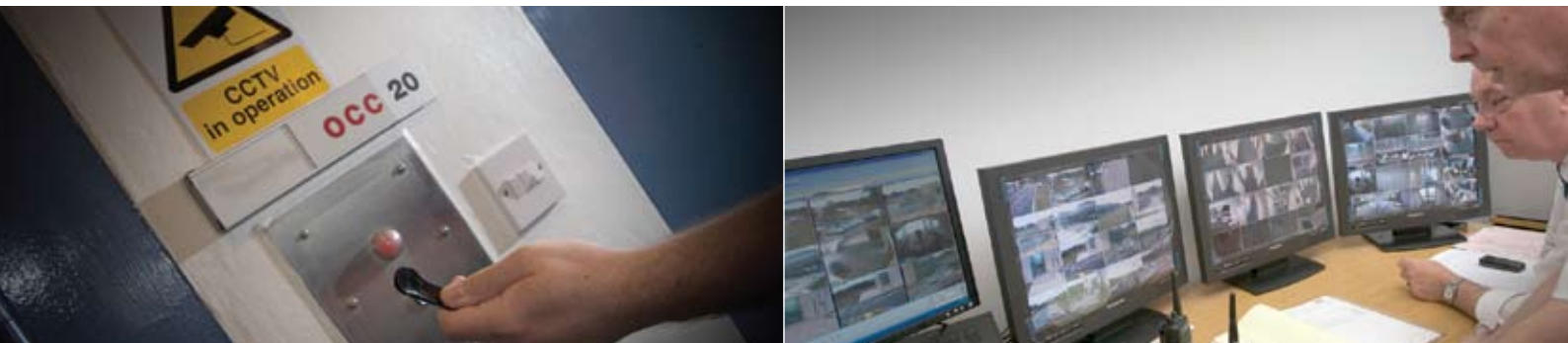
A major feature of the new solution is the 54-cell custody suite. It is equipped with a comprehensive array of integrated electronic systems to maximise the safety and welfare of detainees at all times while maximising efficiencies; enabling the smooth operation of all detention and investigative services; and ensuring compliance with the highest statutory standards.

As a first for Scotland, every cell within the custody suite is fitted with an integrated life signs monitoring system. By using sensors within a dome on the cell ceiling to detect movement, it provides a highly reliable and stable alert capability, assuring staff that any changes in the physical health and wellbeing of a detainee can be detected immediately.

### Response to changing requirements

From the time that RHT was appointed to delivery of the working system, the client requirements changed significantly. For instance, between the original specification agreed in November 2007 and a revision agreed in August 2008, Reliance had to accommodate a diverse range of system changes and deliver additional functionality and capacity. These included:

- The original specification relied extensively on the use of wireless devices, but due to the prevalence of mobile blackspots, RHT advised that a hardwired system would deliver a more reliable performance so the network specification was changed accordingly
- To reduce the false alarm rate, RHT recommended the addition of a sequential alarm system, meaning that each alarm trigger would require second verification



- The addition of the life signs monitoring system, which was not part of the original brief
- Originally West Lothian agreed to 62 access control points, which was reviewed to 240 by 2009.

RHT took the lead on all aspects of the security solution from design to delivery including:

- Extensive security risk management evaluation
- Detailed design and technical specification integrating best-in-class security systems from leading vendors including Honeywell, Panasonic and CoSatt
- Project management to manage relationships with consortia partners, architects, building contractors and vendors
- Training, handover and support to enable on-site operators to get the best from the new electronic security and access systems
- All work was subject to rigorous service level agreements, KPIs and measurable outcomes.

### Results and benefits

An exceptional focus on customer care throughout ensured delivery on time, on brief and on budget. With robust project management systems, regular meetings with department heads and excellent communications, RHT was able to meet West Lothian's changing requirements while keeping the project on target.

- Following the West Lothian and Borders Police who were first to move in, the complex was ready to welcome all additional services to the Civic Centre as planned for Autumn 2009
- The security solution will be a best-practice template for roll-out across Scotland
- The solution cost £750,000 and should pay for itself within three years
- Running the electronic access and security systems, the entire complex can be managed and safeguarded by a very small team

- It is expected that the modern custodial and secure facilities will be attractive to the High Court who may wish to use the Civic Centre as a High Court circuit venue
- With the co-location of police and the new Courts Service, it is estimated that the equivalent time of 28 police officers will be saved as officers can remain on duty while waiting to be called for evidence in court cases in the same building
- Police holding cells in the Civic Centre will provide cost savings and increased flexibility to deal with the high demands on both the police and the courts
- The dual-purpose custody area will bring benefits in streamlining court processes and safeguarding the journey from cell to court within the same building
- Significant improvements in delivering joined-up services in the issuing of warrants, police witness provision, prosecutions and follow-up procedures will also be made.

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### About Reliance High-Tech

Reliance High-Tech applies advanced technologies to design and deliver fully integrated electronic security solutions. It is part of Reliance Security Group, an established market leader that employs in excess of 12,000 people nationwide in manned security, facilities management and outsourced services.

With a growing share of the electronic security solutions market, Reliance High-Tech delivers award-winning security solutions for leading UK organisations including the police, HM prisons, financial services, manufacturing and defence sectors.

“This centre offers huge potential for closer working between court staff and others in the justice system, especially the police and Procurator Fiscal, but also with social work and education services. Better joint working across the justice system will give a better service to the local community.”

**Eleanor Emberson,**  
**Chief Executive,**  
**Scottish Court Service**



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