

# Cleveland Police

Reliance provides state-of-the-art facilities for modern policing.



## The Customer

Cleveland Police serves a community of large urban and small rural areas. The Police Authority was committed to improving facilities for their employees and the people of Cleveland supporting their 'Putting People First' vision. They recognised that their aging estate would not best support the needs of 21st Century policing.

## Selecting Partners

Following the securing of PFI credits by the Police Authority, the Reliance consortium was chosen to design, construct and manage two District Headquarters and two Town Centre Police Offices. Cleveland Police had confidence in Reliance's plans to deliver the project and to deliver high quality support services.

## The Scheme

Improving the ability to deliver high quality policing and performance is critical. Working in partnership with the Authority and Cleveland Police and drawing on Reliance's broad experience a high quality design for the building was delivered.

A design programme and service delivery methods were agreed. Reliance was able to call on its experience of working daily with 28 police services, managing 605,000 detainees annually and operating custody centres to enhance Home Office recommendations for the design of the custody suites. The facilities and operational management have been designed flexibly to meet existing challenges and anticipate future needs. The services and the building will have ISO and environmental accreditations.

## Key Services

### Provided Include:

- Design and construction
- Facilities management services
- Management of police property store
- Provision of security equipment

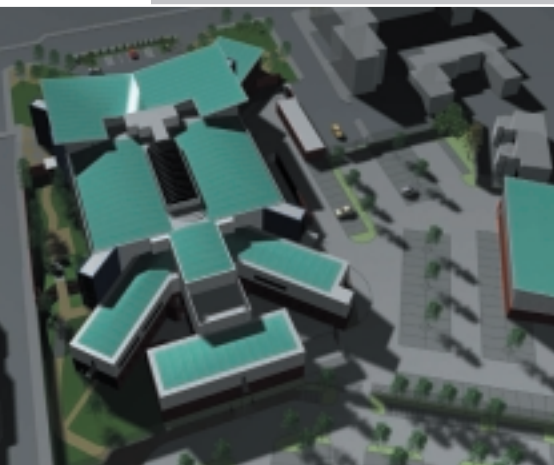
*The close working relationship with Reliance has offered us the opportunity to provide first class facilities and to review a number of our key business processes, in particular custody provision. Appointing Reliance to manage the property service will improve operational functionality and create a centralised and standardised service for the public and police officers.*

**Graham Cummings**  
Chief Superintendent



Motion Media  
Technology Centre  
Severn Bridge  
Aust, Bristol BS35 4BL  
T: 01454 634200  
E: info@reliance-stms.co.uk  
W: www.reliance-stms.co.uk

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*Middlesbrough Police District Headquarters and Property Store*

## Managing property

For the first time an integrated, service-wide property management service is being established, including tapes. The centralised management of property covering everything from court exhibits, to lost and found, police interview video, cassette tape and CD recordings, will operate seven days a week. This service will significantly improve operational functionality for police officers and other criminal justice agencies while reducing costs. Information about items in the store will be tracked by an online property management system allowing authorised persons to establish their exact location.

The service will also include the collection of property from police stations within the Cleveland area, its return to individuals in the community and the auctioning or disposal of unclaimed property.

- *Reduced maintenance costs for new buildings*
- *More efficient police property store*
- *Returning officers to core policing activities*

## The Projects

**Middlesbrough Police District Headquarters** is the gateway project for the regeneration of the St Hilda's area of Middlesbrough. The building will house an 'open all hours' police station, a centralised property store, and a 50 cell custody unit, including a state of the art Prevention of Terrorism suite.

The centre will deal with over 23,000 arrests a year, 70% of the annual arrest rate for Cleveland. This centre has been designed to increase the speed and safety of detainee handling with secure vehicle docking, video links to court, an identification suite and CCTV in all cells for improved detainee safety.

**Langbaugh District Police Headquarters** is a regenerated site near Redcar which will house an 'open all hours' community access police station, a small detainee handling centre incorporating CCTV and state of the art control equipment for all cells and tailored interview recording equipment.

**Two Town Police Offices**, have the latest innovations in technology and will be local bases for Neighbourhood Policing. These offices will be open day and night for members of the public to report an emergency direct to the Police Control Centre by telephone. The lobby is accessible even if the office is unmanned. Members of the public can access a secure area behind the lobby, which is activated by the control centre, should they be in danger.

## Interagency communication

The new facilities will support closer working relationships with other agencies, providing accommodation for example, for representatives from the Crown Prosecution Service and the Local Authority, and for medical professionals operating within the custody suites. The co-location of partners improves working relationship and decision making.