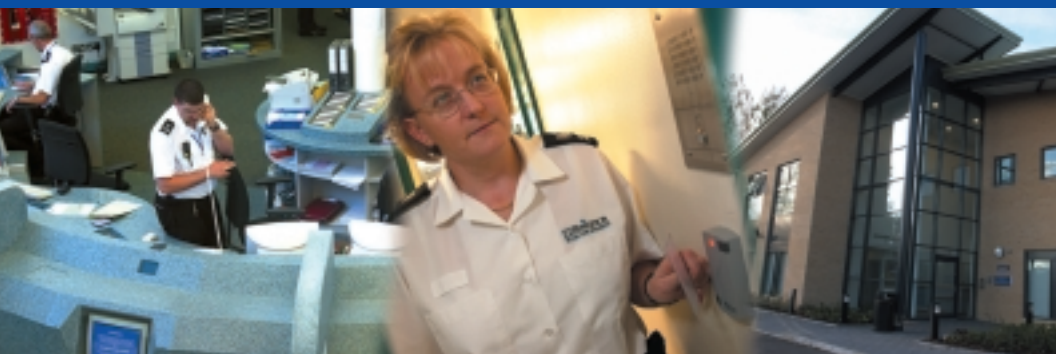


Sussex Police

Reliance improving detainee management.



The Challenge

Custody provision was provided at 24 locally-managed, ageing police station custody facilities delivering a varied standard in detainee care and security. Sussex Police recognised that the practical care and administration of detainees did not require fully trained constables. Professional management would reduce the frustration of the lengthy booking-in process which had delayed frontline officers' investigations. These challenges coincided with the promotion of government-backed PFI schemes in the police sector.

The Solution

The consortium, lead by Reliance was appointed to deliver and manage the design, construction and 30 year operation of IDHCs (Investigation and Detention Handling Centres) across the county. Each centre was developed in consultation with the Police Authority. The contract was signed in 2001 with the first centre successfully opened in 2002.

Undertaking interim custody management services at existing custody centres provided a unique insight into the operational considerations for the new buildings. The commitment of Reliance at an early stage in the process enabled the team to refine a highly informed technical solution based on a thorough understanding of future investigation and detention needs.

The Results

The IDHCs have delivered a unified approach to custody management and operational procedures. Management of the welfare of detainees has significantly improved.

This new approach has led to streamlining of procedures, improving morale amongst both the custody team and the Police Service, and a positive impact on inter-agency working. The reduction of booking-in and processing time has contributed to an increased visibility of operational police officers. The detainee throughput rose by 25%, facilitated by the improved processes implemented by Reliance.

Key Services Provided Include:

- Custody management
- Facilities management
- Medical services
- DNA and fingerprinting
- Interpreters

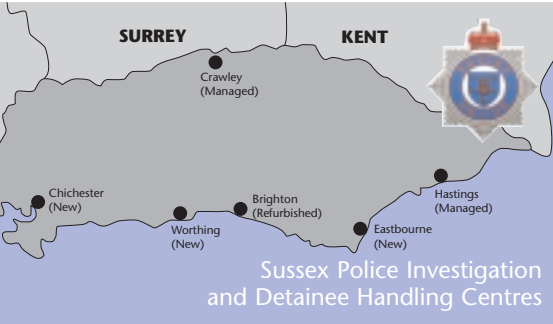
As a result of our partnership with Reliance, Sussex Police now has a leading-edge professional custody service that pre-empts many of the recommendations within the 2006 NCPE Guidance on 'The Safer Detention and Handling of Persons in Police Custody.'

Chief Superintendent
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Sussex Police Investigation and Detainee Handling Centres



Workforce Modernisation

Whilst delivering the service it became evident that the Reliance team excel at operating the IDHC. The creation of a detention supervisor as part of the Reliance team was an innovative development and further removed the administrative burden from warranted officers. Reliance's significant commitment to training a team to handle a range of difficult situations, together with a robust management plan, convinced Sussex Police to introduce this new resource.

The detention supervisor adopts the custody officer role excepting the authorisation of detention, and reading detainees their rights.

The role was piloted at the Brighton facility to evaluate any positive impact on reception, detainee handling and the ability to return warranted officers back to core policing. To date the results have shown significant success. Reliance now provides this role in other IDHCs for Sussex Police.

Training for the Police Service

Our professional approach to career development provides an impetus for a career with the Police Service. Experience of working in IDHCs attracts many of our people to apply for roles in frontline policing.

We are proud of the fact that to date over 25 people have joined the Police Service from our team in a variety of positions from warranted officers to administrative roles. This transfer of expertise has not only benefited Sussex Police but other constabularies across the country.

An Efficient Medical Service

The efficiency and availability of Forensic Medical Examiners (FME's) and Forensic Nurse Practitioners (FNP's) to the IDHCs has been considerably improved. Through efficiently managing appropriately qualified medical professionals who can visit detainees at short notice, demand for medical examination has increased.

By deploying more readily available Forensic Nurse Practitioners for certain interventions, (at least 85% of cases), costs are contained and waiting times have been significantly reduced. Sussex Police forecasted that police officers would request that only one in three detainees be examined. However, officers have requested that approximately one in two detainees are examined by a medical practitioner. This has resulted in a safer and more efficient custody process.

- *Private sector responsibility for project delivery allows Sussex Police to focus on core policing.*
- *Detention has increased 40,000 to 50,000 detainees a year.*
- *40% of detainees receive a forensic medical examination.*
- *Average booking-in time is reduced to 8 minutes.*