

Thames Valley Police

A comprehensive custody management service.



The Customer

Thames Valley Police has a declared aim to be as visible as possible to the local community. With an emphasis on neighbourhood policing, it was evident that a significant shift in resources would be required. A wide geographic area is covered by 12 centres across Oxfordshire, Buckinghamshire, and Berkshire. Each Basic Command Unit is responsible for its own custody centres and was convinced of the opportunity to release valuable police resources back to the front line by working with an organisation experienced in providing custody services.

The Solution

Reliance was selected in 2002 to manage custody services across the Thames Valley region. The Reliance management structure, mirroring that of the police, ensures effective local delivery of the service and enhances communications between the Police and Reliance. A locally based custody centre manager works closely with each Basic Command Unit and the Custody Inspector.

The Result

With Reliance managing custody services, Thames Valley Police returned 133 police officers to front-line operational duties and have reduced their operational budget by £1.3m per annum. In addition to the non-warranted officer custody roles, the Reliance team has taken responsibility for the stock management of care products, exhibit bags and consumables, further reducing the administrative workload of police officers. Being part of the team has enabled Reliance to play a key role in planning for new initiatives. A fully trained multi-skilled team supports the Thames Valley Police 'Tough Choices' Programme with the design and implementation of new processes. Reliance has also provided practical support for the custody centre refurbishment programme ensuring continuity of custody service for the BCUs.

Key Services Provided Include:

- Custody management
- DNA, fingerprinting and photography
- Drug testing
- Management of consumables
- Resourcing for special operations
- Mobile custody unit

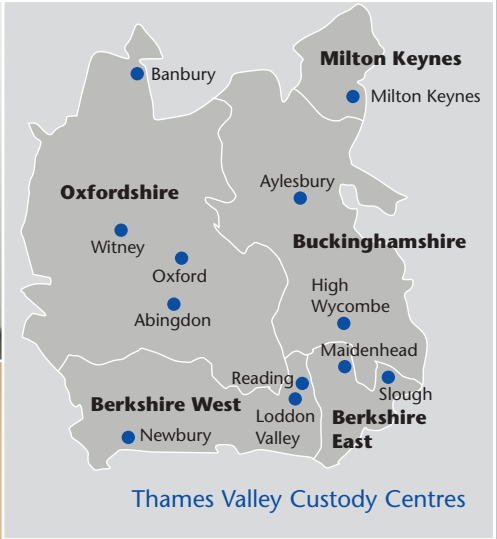
Our commitment to exploring new policing practice requires us to work with organisations capable of embracing change. Reliance's pro-active approach and understanding of the goals of Thames Valley Police have created a crucial atmosphere of trust between our teams.

Chief Inspector
Judith Johnson



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Thames Valley Police



Understanding modern policing

In addition to taking detainee fingerprints and photographs, the Reliance team is trained in the use of the Livescan and Video Witness machines, as well as the application of the Chief Constable's designated powers of force for taking samples without detainee consent.

Reliance manages and administers the data collection and verification of each arrest before information is transmitted to the central database. These processes need to be completed quickly to enable the arresting officer to determine any correlation with existing data on the central police database.

Drug testing under the 'Tough Choices' Programme is operated at four of the custody centres. Samples are collected by fully trained Reliance drug intervention officers from detainees suspected of trigger offences. Every member of the team has undertaken training on both the practicalities of collecting and testing the samples, as well as the consequences for the detainee of a positive test. A high priority is placed on the efficient processing of samples in order that the results can be communicated swiftly.

Supporting centre refurbishment

Thames Valley Police is refurbishing its custody centres. Reliance is supporting the programme by supplying mobile custody units to ensure continuity of service. Reliance has provided training to Thames Valley police officers for the operation of the vehicle and members of the Reliance team have passed the police driving assessment in order to operate the vehicle.

People

Recognising that custody management increasingly relies on technology to be effective, Reliance has developed a suite of skills and technology training modules for its people. The Reliance team must be excellent, not just in service delivery, but in the use of information technology.

Best value

Reliance has developed a best value model that ensures the correct number of custody assistants are allocated to detainees. The model considers the management of risk, and the creation of a safe working environment for both Police Officers and the Reliance custody team.

- 133 police officers returned to front-line operational duties
- Savings of £1.3m
- Improving the of detainee data
- Improving the care of detainees