

**Report of the Chief Constable to the Chair and Members
of the Operational Policing Panel
18th March 2010**

**Executive and Presenting Officer: Mr David Pickard, Assistant Chief
Constable (Crime & Operations)**

Status: For information

Annual Report on the Custody Support Services Contract

1. Purpose

- 1.1 To provide Members with an appraisal of the performance of the Custody Support Services Contract over the Financial year 2009/10.
- 1.2 To assure Members that the contract is robustly managed by Cleveland Police.
- 1.3 To assure Members that the contract still offers 'value for money', performs to, and above the contracted requirements and meets the needs of the Force.

2. Recommendations

- 2.1 That Members note the content of the report.

3. Reasons

3.1 Contract Management

Throughout 2009/10 Reliance reported on the performance of the Custody Contract every month to a Contract Performance Board. Criminal Justice, Districts and Procurement are represented at those meetings to review the contract performance.

- 3.2 Throughout the month regular communication is made between Criminal Justice, Procurement and Reliance to ensure that the contract is audited and that any concerns raised are dealt with promptly and robustly.

- 3.3 There are 10 Key Performance Indicators (KPI's) within the contract that Reliance must report on monthly. These KPI's are linked to the contract price and failure to perform results in service credit payments.
- 3.4 Throughout 2009/10, (figures known up to the end of February 2010) the contract has performed at a level exceeding the KPI's.
- 3.5 The contract has now been in operation since July 2007. In July 2009, the contract required Reliance to conduct a benchmarking exercise to compare the service delivery and costs. Reliance benchmarked the contract against other outsourced services at Sussex Police and West Mercia Police, and against the pre-contract arrangements in place prior to July 2007.
- 3.6 The benchmarking demonstrated the following key improvements and savings:
- Efficiency saving of civilianisation of Detention Officers £342,005.
 - Average waiting time in the holding room since service commencement has reduced by approximately 30 minutes (therefore, based on 8 hour shifts, this equates to 2,125 days saved).
 - Bail Management has saved 714 hours of Police Officer time per annum. There has also been a significant reduction in the number unanswered bails.
 - Medical Services delivery exceeds the contracted requirements.
- 3.7 Cleveland Police Authority and Reliance were nominated for the finals of the APSE Awards in the category of 'Best Partnership Working Initiative – Public/Private Partnership Working'.
- 3.8 Recognition of the benefits of this contract have also been cited by the House of Commons Home Affairs Committee in their report 'Police Service Strength', published in January 2010.

4. Implications

4.1 Finance

The contract remains well within the contract bands for volume of detentions and volume of medical interventions. There are no risks to the contract price for 2009/10.

4.2 Diversity & Equal Opportunities

There are no diversity or equal opportunities implications arising from this report.

4.3 Human Rights Act

There are no Human Rights Act implications arising from this report.

4.4 Sustainability

Reliance has recently been awarded the contract with Durham Police for the provision of medical services. It is believed that this new contract will add resilience to the existing Cleveland Police contract.

4.5 Risk

Risks are managed within the contract monitoring regime. There are no risks to report on for 2009/10.

5. Conclusions

5.1 The attached report provides the details on the contract performance for 2009/10. The contracted performance requirements are not only been met, but are exceeded. The contract continues to deliver efficiency savings for the Authority.

5.2 Value for money is been achieved by the continued use of this contract. The contract is recognised nationally for delivering business benefits.

Sean Price
Chief Constable