



27th February 2018

Freedom of Information Request Reference N^o: FOI 000625/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 13th February 2018 in which you sought access to the following information:

- 1 Which company(s) holds the contract to supply your police custody health services
- 2 Please state the full name of commissioning authority
- 3 Please state if this service was procured through a framework agreement with other commissioning authorities (if so please provide the names of the other commissioning authorities). If yes, please also state who is the contract holder.
- 4 Please state the contract start date and end date of your current custody health services.
- 5 What is the expected total value of the contract?
- 6 What is your annual budget for custody health services?
- 7 Are there provisions for contract extensions (including how many years and the extension terms). If yes, please state if the contract extension been awarded
- 8 Please state the names of the organisations who bid for the contract
- 9 How many detainees are treated/assessed annually by your current custody health provider
- 10 What would the procurement model be for future contracts? E.g. will the contract be procured jointly with another commissioning authority?
- 11 What are the performance standards/ KPI's the current service provider(s) operate under? (Response time - Time of call, to time of patient seen)
- 12 What is the current provider's performance against these standards in the last 12 months? (e.g. 95% compliance against response time KPI)

Response to your Request

The response provided below is correct as of 22nd February 2018.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

- Q1 The current service provider to the Norfolk and Suffolk Constabulary Police Investigation Centres is G4S Health Services.
- Q2 Norfolk Constabulary and Suffolk Constabulary.
- Q3 The services were procured through a 6 force consortium, broken into two lots as below:-
Lot 1 Essex, Norfolk and Suffolk
Lot 2 Bedfordshire, Hertfordshire and Cambridgeshire

Hertfordshire took the role of Lead Procurement force with each force having responsibility for contract/procurement matters specific to its force area.

- Q4 The contract commenced on 1st April 2015. This was for a 3 year period to 31st March 2018, with an option to extend. A 1 year extension to the contract has been agreed and this will run from 1st April 2018 to 31st March 2019.
- Q5 For the 2017/18 financial year, the value is £1,600,809.
- Q6 Please see question 5, above, in relation to the annual budget figure. The Constabularies do not have any contingencies and any extras are to be found from existing budgets. Other applicable costs may be covered as part of the PFI Contract covering all 6 Police Investigation Centres.
- Q7 Please see question 4 above.
- Q8 The following organisations bid for the Contract:-
- G4S
 - Mountain Healthcare
 - Tascor
- Q9 During the last 12 months, the following numbers relate to medical interventions:-
- Norfolk – 9,208
 - Suffolk – 7,303
- Q10 It is likely that both Norfolk and Suffolk Constabularies will again seek to be part of a regional consortium, split into 'lots' along similar lines to the current arrangements.
- Q11 Please see below.

KPI's and Management Information Police Custody Healthcare Services

KPI's

RESPONSE TIMES: broken down by priority type/grade/custody suite:		
	Average response time	Monthly
	Length of time between call for service and response and/or attendance at Location.	Monthly
	Exception reports for all attendance outside of the times specified within this specification	Monthly
	Total number of call outs by custody suite responded to with required response times	Monthly
	Total number of call outs by custody suite responded to outside required response times	Monthly
	Length of time between request for a statement and statement being provided	Monthly
	Exception report of all statements provided outside of the times specified within this specification	Monthly
STAFFING		
	% of provision of female HCP requests met	Monthly
	% of provision of male HCP requests met	Monthly
COMPLAINTS, INCIDENTS ETC.		
	% of complaints responded to within required timescales	Monthly
	No. of overdue SI reports	Monthly

CLINICAL TREATMENT		
	Number of fit to detain/fit to interview assessments undertaken per custody suite	Monthly
	Number and type of other clinical interventions or examinations undertaken per custody suite	Monthly
	Percentage of patients having a health screen as a proportion of total receptions to the custody suite (calculated as follows: The number of detained persons receiving a health screen in the three months prior to the reference date or recorded as refused the screen with reason) (Guidance note: this would apply primarily to an embedded service) Or Alternatively The percentage of those patients who see an HCP who are given a further health screen (Guidance note: this would apply primarily to a call out service)	Monthly
	Number of individuals and community service referred onto e.g. Mental Health (including Liaison and Diversion), Learning disability or Substance Misuse services (broken down by custody suite)	Monthly
	Repeat Visits – no. of service users previously presented to service	Monthly

Management Information

HEALTH NEEDS		
	No. of patients presenting with undiagnosed learning disabilities/difficulties/ASD	Monthly
	No. of patients with confirmed diagnosis of Autistic Spectrum Disorder	Monthly
	No. of patients with a confirmed diagnosis of learning disability	Monthly
	No. of patients with an identified learning difficulty	Monthly
	No. of patients with severe and enduring mental health illness	Monthly
	No. of Psychosis – Drug induced	Monthly
	No. of Psychosis (early onset – for young people)	Monthly
	No. of patients with mild-moderate depression	Monthly
	No. of patients with mild-moderate anxiety	Monthly
	No. of Post Traumatic Shock Disorder	Monthly
	No. of Post Natal Depression	Monthly

	No. on CPA (care programme approach)	Monthly
	No. of with history of recent self-harm (previous 3 months)	Monthly
	No. of expressing suicidal ideation on examination	Monthly
	No. of patients aged 16> with a BMI>30	Monthly
	No. of patients who smoke	Monthly
RESPONSE: broken down by priority type/grade/custody suite:		
	Number of Telephone Contacts	Monthly
	Days of calls (by week day)	Monthly
	Time of call outs.	Monthly
	Total number of individuals seen	Monthly
	Number of repeat visits	Monthly
	Reason for referral to the HCP	Monthly
	Type of HCP attending	Monthly
CRIMINAL JUSTICE SERVICE		
	Total number of statements requested	Monthly
REFERRALS AND ADMISSIONS		
	Number of individuals referred to A&E by HCP	Monthly
MEDICINES MANAGEMENT		
	Audit of procedures for Medicines Management and Updated List of Controlled Drugs Witnesses	Monthly
	Medications provided/prescribed, number of occasions by drug category	Monthly
INDUCTION, MANDATORY TRAINING & CONTINUING PROFESSIONAL DEVELOPMENT		
	Training return	Quarterly
	Evidence of clinical supervision	Quarterly
EQUITY OF ACCESS		
	Ethnicity of individuals seen	Quarterly
	Gender of individuals seen	Quarterly
	Age of individuals seen	Quarterly
	Postal Code	Quarterly
	Disability	Quarterly
	Ability to communicate in English	Quarterly
COMPLAINTS, INCIDENTS ETC.		
	Number of formal complaints received (including analysis of trends)	Quarterly
	Number of formal complaints resolved (including actions taken)	Quarterly
	Number of accidents and incidents recorded	Quarterly
	Number of Serious Untoward Incident's/Near Misses/Successful Interventions	Quarterly

	Number of Serious Untoward Incident's/Near Misses/Successful interventions who have not had a risk assessment	Quarterly
	Clinical audit that will demonstrate implementation of any actions arising from previous audit(s)	Annual
INFECTION CONTROL		
	Audit of infection control procedures, evidence of implementation of any action plans	Annual
	Evidence of effective management systems for the prevention and control of healthcare associated infections (HCAI's)	Annual
COMMUNITY INTERFACE & REFERRAL TO COMMUNITY SERVICES		
	Evidence of joint working policies	Annual
	Evidence of information sharing protocols	Annual
	Evidence of regular multi-agency meetings	Annual
	Evidence of clear and robust referral pathways are in place	Annual
	Provider to ensure that referrals to other local services are appropriate and that there is a suitable use of local emergency and urgent care services	Annual
HEALTH & SAFETY		
94	Evidence that health and safety policy and procedures are in place and are adhered to	Annual
CONTRACT MANAGEMENT		
95	Number of service user feedback requests offered, undertaken, and analysis of results	Monthly
96	Evidence of action plans in regard to results of service user feedback	Quarterly
98	Evidence of an up to date exit plan	Annual
INFORMATION & MANAGEMENT TECHNOLOGY		
99	Evidence of an up to date IT and IM recovery plan	Annual
GENERAL OR THROUGHOUT		
100	Evidence that the requirements under the Equality Act (2010) are incorporated into policy and procedures and are is being adhered to	Annual
101	Confirmation that all policies have been reviewed and updated appropriately	Annual
SERVICE MODEL		
	Service model efficiency and cost effectiveness	Annual
	Adherence to contract prices	Annual

SAFEGUARDING		
	Evidence that safeguarding children policy and procedures are in place and are adhered to	Annual
	Evidence of established link to safeguarding boards	Annual
	Evidence that safeguarding vulnerable adults policy and procedures are in place and are adhered to	Annual
MENTAL HEALTH ASSESSMENT		
	Evidence that Mental Capacity Act is incorporated into policy and procedures and are being adhered to	Annual

Q12 Please see below figures against **response times**. These figures are as provided by the current provider.

Force	Location	Avge % response time
NORFOLK	Aylsham	77.79%
	Bury	97.95%
	Great Yarmouth	95.12%
	Kings Lynn	95.35%
	Wymondham	93.00%
	Control Room Calls	75.27%

Force	Location	Avge % response time
SUFFOLK	Bury	96.37%
	Great Yarmouth	94.72%
	Martlesham	96.14%
	Control Room Calls	73.67%

Note 1: The figures in these tables are supplied by G4S.

Note 2: The % shown in the tables above relate only to the response times recorded for all interventions. They do not reflect the time taken to actually see a detainee.

Note 3: Control room calls include those calls for a medic to attend A&E to take RTC bloods

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;

<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700