



27th February 2018

Freedom of Information Request Reference N^o: FOI 000654/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 14th February 2018 in which you sought access to the following information:

Freedom of Information Act Request: Contracts for Custody Forensic Medical Healthcare Services

To enable CRG Medical Services to support the police with future tender responses could you please provide the following information concerning your current provision of Forensic Medical Healthcare Services delivered within the Custodies operated by your Police Services:

- 1 Contract Number:
- 2 Current Provider:
- 3 Scope of Services:
- 4 Contract Award Date:
- 5 Contract Value per Annum:
- 6 Total Contract Award Value: Includes/Excludes Extensions (delete as applicable)
- 7 Contract Commencement Date:
- 8 Contract Duration:
- 9 Extensions Permitted:
- 10 Extensions Taken up:
- 11 Approximate Next Expression of Interest Release (Month):
- 12 Number of Custody Suites served at Contract Commencement:
- 13 Number/Name of Custody Suites currently served, whether services are embedded/on-call: ie: 20 Cells at Plumpton, on-call service
 - A Number of Cells per Custody 1:
 - B Number of Cells per Custody 2:
 - C Number of Cells per Custody 3:
 - D Number of Cells per Custody 4: etc
- 14 Are other services provided under this Contract? Please specify: ie: SARC, Street Triage, Custody Liaison and Diversion(L&D), Courts L&D, Community L&D, Youth Offender Services
- 15 Number of SARCs currently served:
- 16 Number of Street Triage Vehicles deployed:
- 17 Number of Street Triage Staff employed:
- 18 Number and Type of L&D locations served:
- 19 Hours of Custody Forensic and Medical Healthcare coverage provided: (ie: 24/7/365-6, 08:00 – 20:00)

Is it anticipated that future procurement of Custody Forensic Medical Healthcare Services will be combined with any other services in the next procurement? (such as, but not limited to those identified above?)

If you are unable to provide this information and you are aware of who the contracting authority is, could you please provide their name and contact information.

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 allocated reference number for Norfolk and Suffolk Constabularies is A057.

Q2 The current provider is G4S Health Services.

Q3 The aims and objectives as set out in the specification document were as follows:

1.2 The Provider must meet the healthcare needs of people in Police Custody and carry out healthcare and forensic examinations on suspects, voluntary attendees (where appropriate), police personnel subject to assaults or complaints and sudden deaths.

1.3 The service will be provided in a flexible, integrated manner, by qualified and trained staff to:

- a) Improve health outcomes and improve a healthy lifestyle choice for all detained individuals.
- b) Identify, screen, assess and address the specific mental and physical health and substance misuse needs of all detainees requiring health services in a timely manner.
- c) Plan and provide high quality patient centred care using an integrated approach and reflecting national guidance.
- d) Make the most efficient use of resources to give best value for money
- e) Facilitate detainees to continue treatments and health rehabilitation after discharge
- f) Provide a service that is appropriate to a secure environment.
- g) Deliver the same range of services and quality of access, care and treatment equivalent to that received in an NHS setting.

1.4 Where applicable carry out screening to reduce reoffending and referral to community services.

1.5 Where applicable, health promotion and disease prevention activities must be provided to patients.

These services are provided to Norfolk and Suffolk Police Investigation Centres (PICs) through an embedded/dedicated model, whereby medics are situated in 5 of the 6 PICs with the smallest (Aylsham) currently supported through the existing rota (i.e. a medic would be asked to attend Aylsham from another location).

Q4 The contract was awarded on 1st April 2015.

Q5 For 2017/18, the value is £1,600,809.

Q6 The total contract value, including the current extension to 31st March 2019, is £6.37m.

Q7 The contract commencement was 1st April 2015.

Q8 3 year contract duration.

- Q9 Two 12 month extension periods are permitted, either in its entirety or in 2 x 12 month periods.
- Q10 One extension has been granted for the period 1st April 2018 to 31st March 2019.
- Q11 The next expression of interest is anticipated within the next two months, however, this has not yet been determined. This will be agreed through a police force consortium meeting.
- Q12 The contract covers 6 Police Investigation Centres.
- Q13 These are:-

PIC Location	Details
Aylsham	8 cells. Service provided 'on-call'
Bury St Edmunds	24 cells (Joint Norfolk & Suffolk). Service provided 'embedded/dedicated'
Great Yarmouth	30 cells (Joint Norfolk & Suffolk). Service provided 'embedded/dedicated'
Kings Lynn	24 cells (taking approximately 1,900 Cambridgeshire detainees a year, in addition to Norfolk detainees). Service provided 'embedded/dedicated'
Martlesham	30 cells. Service provided 'embedded/dedicated'
Wymondham	30 cells. Service provided 'embedded/dedicated'

In addition, the provider responds to requests from the Control Rooms for requests to attend A&E for RTC bloods procedures and other requirements as set out in the contract.

- Q14 No other services are provided under this contract in addition to the Custody Healthcare requirements.
- Q15 Not applicable under this contract
- Q16 Not applicable under this contract
- Q17 Not applicable under this contract
- Q18 Not applicable under this contract
- Q19 24 hours/7 days per week (365 days per year). Shifts split 0700 to 1900 and 1900 to 0700hrs.
- Q20 No decisions have yet been taken regarding future commissioning options, beyond those covered under this contract and anticipated under future custody healthcare contracts.

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