

Freedom of Information Request Reference N°: FOI 000356-19

I write in connection with your request for information received by Suffolk Constabulary on the 23 January 2019 in which you sought access to the following information:

“Re: Police Custody - Medical/healthcare Services Contracts / Sexual Assault Referral Centre Contracts

Please can you provide the following information:

- 1. Which company(s) hold the contract to supply your current police custody medical/healthcare services?*
- 2. Which company(s) hold the contract to supply your sexual assault referral centre (SARC) services?*
- 3. Please state the full name of your Authority.*
- 4. Please state if these service were procured through a framework agreement with other Public Authorities (if so please provide the names of the other Authorities). If yes, please also state which Authority holds the contract.*
- 5. Please state the contract start date and end date of your current contract.*
- 6. What is the current annual value of each of the contracts?*
- 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. What was the volume of healthcare calls in the last 12 months under the police custody medical/healthcare contract?*
- 9. What was the volume of healthcare calls in the last 12 months under the sexual assault referral centre (SARC) services contract?*
- 10. What are the current agreed Key Performance Indicators (KPIs)?*
- 11. What was the last 12 months performance against response time KPIs?*
- 12. What are the current agreed response times?*
- 13. What was the last 12 months rota coverage percentages?*
- 14. What are the current termination clauses within each of your contracts?*
- 15. What is the current service delivery model within each of the contracts?*
- 16. How many patients were seen in Police custody over the last 12 months?*
- 17. How many victims that were 18 years and older were examined in the SARC/s in the last 12 months?*
- 18. How many victims 17 years and younger were examined in the SARC/s in the last 12 months?”*

Response to your Request

The response provided below is correct as of 18 February 2019

Suffolk Constabulary has considered your request for information and the response is below.

1. Suffolk Constabulary's contract for custody medical/healthcare services is with G4S.
2. Mountain Healthcare holds a contract to supply SARC services.
3. Suffolk Constabulary
4. The service was procured in collaboration with Hertfordshire, Bedfordshire and Cambridgeshire police. Hertfordshire is the lead authority, although a number of elements are relevant to Norfolk and Suffolk Constabularies.
5. Section 17 of the Freedom of Information Act 2000 requires that Suffolk Constabulary, when refusing to provide such information (because the information is exempt) is to provide you the applicant with a notice which:
 - (a) States that fact
 - (b) Specifies the exemption(s) in question and
 - (c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption;

Section 21(1) - Information reasonably accessible by other means

Information concerning the contracts are available on the Blue Light Procurement Database and is therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000.

The following link will take you to the BLPD site, including the relevant reference numbers.

www.blpd.gov.uk: G4S: 0-4-0068-14

Mountain Healthcare: 2014-018

6. Please refer to question 5 above.
7. Please refer to question 5 above.
8. The total number of healthcare calls in the 12 months from 1st January 2018 to 31st December 2019 is 6,934 – as reported by the provider. This figure includes face-to-face and Telephone advice as reported by the provider.

9. The Constabulary does not hold data concerning the number of healthcare calls under the SARC contract.
10. The SARC has no set of defined KPIs

Custody KPIs are as follows:

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	Monthly

	note: this would apply primarily to a call out service)	
	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

11. For custody healthcare in Suffolk – 96.17%, as reported by the provider.

SARC – N/A

12. The custody contract is an embedded service and the response times are as follows, noting these are subject to change under a new contract:

Grade Type	Incident Description	Response Time
Grade 1	Forensic Examination Drink Drive/Drug/Blood/Impairment	60 Minutes
	Fitness for Detention (For Head Injury, Bleeding, Severe pain, drug withdrawal, history of fitting/diabetes/epilepsy/TASER injury/CS Spray/Alcohol issues)	60 Minutes
	Forensic Examination: Intimate Search	60 Minutes
	Forensic Examination: Time Critical Forensic and Intimate Samples (Sexual Assault Samples, Toxicology for Rape, Murder etc.)	60 Minutes
	Mental Health Screening (Not a formal Mental Health Act Assessment)	60 Minutes
Grade 2	Suspicious/Sudden Death	90 Minutes
	Injury/Therapeutic Assessment Treatment (including Officer)	90 minutes
	Forensic Examination: Injury Assessment	90 minutes



	Forensic Examination: Non - Intimate Samples	90 minutes
	Fitness for Detention or Interview (Other)	90 Minutes
	Attendance on Detainee Request/complaint	90 minutes
	Administration or Verification of Medication –not urgent	90 minutes
Grade 3	Non time-critical evidential issues & Second Visits	120 minutes
Grade 4	Telephone advice only	10 minutes
	Formal report/statement on examination and HCP witness Statement if requested at the time of examination - (See Appendix 2)	7 working days
	Formal report/statement on examination and HCP witness Statement if requested on a date after the examination - (See Appendix 2)	14 working days

The SARC response times are within one hour.

13. The rota coverage percentages were as follows for Jan 2018 to Dec 2018 in Suffolk, figures provided to us by the provider.

FME rota = Avge: 91.10%

HCP rota = Avge: 91.24%

14. Contracts expire 31 March 2019

15. There are 6 Police Investigations Centres, 4 are located in Norfolk and 2 in Suffolk. For the Norfolk PICs we have 3 HCPs on duty 24/7, supplemented by an FME on call. With regard to the PIC at Aylsham, the cover is on an 'on call' basis.



The SARC service delivery is reactive within 1 hour.

16. During 2018, there have been 6,225 face-to-face medical interventions for detainees whilst in police custody. Please note that some detainees will have more than one intervention.
17. There were 106 victims aged 18 years and older examined in the SARCs during 2018.
18. There were 45 victims aged 17 years and under examined in the SARCs during 2018.

Should you have any further queries concerning this request, please contact Clair Pack, 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/>

Suffolk Constabulary is 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 Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working 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
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances 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 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