

# Case Study: Kent Police



## The Force behind award-winning security solutions

### Security challenge

When Kent Police Authority needed to renew its aging estate, it had an opportunity to radically rethink how electronic security provision could better support police and custodial staff to work more effectively.

The aim was to create an environment where staff would be better equipped to do their jobs, the public would feel safe and detainee wellbeing would be assured. Kent Police needed a solution combining technologies and people to improve the practical care and administration of detainees, while delivering a better service.

In May 2008 the new area police station and 40-cell custody suite opened at Northfleet, North Kent. It is the flagship development within a £30m PFI project by a consortium led by Reliance Secure Task Management supported by Reliance High-Tech.

### The solution

To bring the vision to life, Reliance High-Tech created an innovative technical solution to give custodial staff and police the ability to manage events 24/7 across the entire estate. The specification included IP CCTV; access control at all entry points into and within the building; perimeter and intruder alarms; affray alarms; video call points; intercom audio links into all cells; and interview room equipment.

Staff can continually monitor and manage all security and access functions from PC-based quad screen control positions on the charge desk. From here staff can assess each situation and respond appropriately. The system is highly intuitive, requires minimal training and enables operators to provide:

- 24/7 monitoring of live incidents and movements anywhere on site
- A rapid and appropriate response to all events
- Close monitoring on the wellbeing of detainees, complementing regular physical checks
- Maximum flexibility to cope with peaks of demand
- Remote management of all entry and access points
- Immediate validation and response to affray alarms
- Accountability, recording and measurement of all on-site activity.

“The new North Kent Police Station is without doubt the finest police facility I have seen in my 29 years service and we are very enthusiastic about the opportunities it will bring.”

**Gary Beuridge**  
Assistant Chief Constable

“The Authority is delighted to see completion of the new police station on time and to budget. When we decided to invest this significant amount of money we wanted to provide a comfortable environment for the public while providing our officers and staff with the tools to do the job.”

**Mark Gilmartin**  
Chief Executive of the  
Kent Police Authority

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## Benefits and results

The solution is expected to reduce the amount of time required by police to book in detainees by up to 70%, so freeing up police time for frontline duties\* (see note below)

Mark Gilmartin, Chief Executive of the Kent Police Authority said: "The Authority is delighted to see completion of the new police station on time and to budget. When we decided to invest this significant amount of money we wanted to provide a comfortable environment for the public while providing our officers and staff with the tools to do the job."

Assistant Chief Constable, Gary Beautridge added, "The new North Kent Police Station is without doubt the finest police facility I have seen in my 29 years service and we are very enthusiastic about the opportunities it will bring."

Reliance will maintain the premises for 30 years, providing multiple outsourced services including security systems management, front desk staffing, facilities management, maintenance, helpdesk and evidential property management.

Reliance High-Tech applies advanced technologies to design and deliver fully integrated electronic security solutions. It is part of Reliance Security Group, an established market leader that employs 12,000 people nationwide in manned security, facilities management and outsourced services.

<http://www.relitech.co.uk>

\* A similar solution by Reliance for Sussex Police reduced average booking in times by arresting officers from 30 to 9 minutes, equating to over 35,000 extra hours or 20 extra officers per year on frontline police duties. See appendix – Custody Service Benefits Analysis, BDO Report



Integrated Security Solution of the Year: Kent Police Authority, Reliance High-Tech



 **Reliance**  
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