

Nano-Cell Virtual portal

Partnering with stakeholders

Effective collaboration with supply partners



Overview

Project Value

£657k

Duration

6 months

Sites / locations

6

Provision of In-Cell technology to enable remote 2-way video and audio connectivity for PACE inspectors or other police representatives to view in real time detainees within 2 Counties police cells; all cells at the Aylsham Police Investigation centre (PIC), together with 50% coverage across the 5 remaining PICs at Bury St Edmunds, Great Yarmouth, Ipswich, Kings Lynn and Wymondham

Utilising ISM (Integrated Security Systems) technology, named Nano Cell and with collaboration with Sygma Security, Tascor has enabled remote 2-way video and audio connectivity into each cell fitted with this technology, collectively known as Nano Cell Review System.

The solution uses existing connections via the PICs ISM Genesys Platform, FLIR camera systems and existing WAN links within Norfolk & Suffolk Constabularies IT infrastructure to enable Tablet or PC based virtual portals to link into any selected cells for any remote reviews/consultations the police necessitate. This includes the ability to communicate between PIC's.

The solution includes a user version of the software on a PC or portable tablet, including a microphone and speaker, mounted in the police cell. The cell tablet is mounted behind a vandal resistant screen and mounted in a stainless-steel enclosure, this being within the cell bulkhead above the door as indicated in the picture below. The design is to allow the Inspector and the detainee to have a video conversation which is logged with time and date.

To provide an overview of the cell, a second camera is displayed on the screen. This is a ONVIF stream directly from the cell camera. If this second camera is selected, then the 2 cameras will switch making the second camera larger (picture in picture).

Nano-Cell Virtual portal

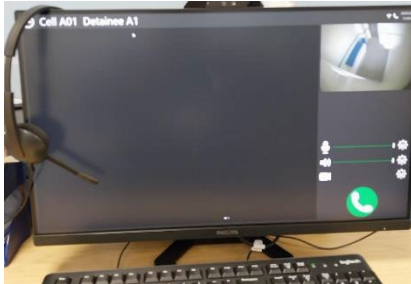
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Users Nano Cell virtual portal

From the device being used, the user will log into the Nano Cell application and select the site they wish to access. Once the site is selected the Cells List will be displayed.



A call button shown on the list, when pressed this will call the cell. Audio and Video will be active after 5 seconds of calling the cell. An end, mute, and stop video button is available to the user.

During the call the video is displayed full screen.

In cell Nano Cell system

This is located inside the cell within vandal resistant house and behind a vandal resistant screen so will have no interaction available to it by a detainee. When the Nano Cell virtual portal calls the in-cell unit will ring and display incoming call for 5 seconds (configurable) and then answer.

During the call the video will be displayed on full screen. When the call is ended, the screen will return to its home screen, with the screen defaulting to the date and time in digital format.

Optionally - the screen could have messages sent to it from Genesys, e.g. notes on interview times. These would be entered as free text on the Genesys system.

All Nano Cell calls are logged within the PICs existing ISM Genesys system for auditing purposes.



Project

The project was operationally and financially agreed through a “deed of variation” and work commenced in December 2023. A phased roll out plan was approved with stage 1 of the project consisting of 28 nano cell devices being fully installed and operational by March 2024.

During the course of the first stage a second stage was agreed to complete a further 49 units, totaling 77 cells. This was accompanied by the setting up and configuration, via internal cabling of 12 dedicated PC access points, located in the Inspector and Medical rooms. The second stage of the project was completed in June 2024.

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The Solution

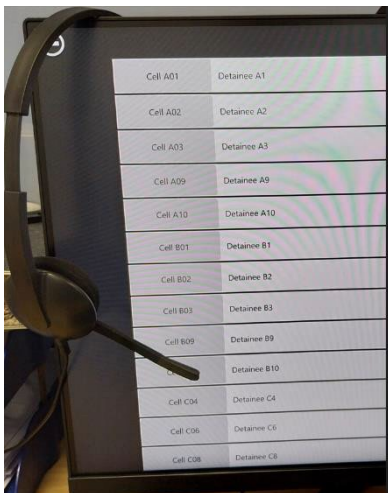
We considered an effective mobilisation one for which the only disruption noted by our clients is an immediate improvement in service.

Our approach was supported by several best practice principles.

- **Relationship development** – high levels of communication between us, the client, impacted staff and other stakeholders.
- **Technical excellence** – ensuring the alignment of expertise with services through planning, training and resource management.
- **Risk management** – ensuring regulatory compliance and the prioritisation of resources to business-critical services.
- **Sustainability** – ensuring zero harm to people and innovating to reduce our impact on the environment.
- **Comprehensive accountability** – best practice audit and review processes underpinned by QFM, our FM software solution.

Key to success was consulting all the likely stakeholders in service delivery not just the client and transition staff. Underlying these consultations was a desire to fully understand the integration of services, deliver continuous improvement and maintain positive partnerships. They included specialist contractors, the JSS (SPV), Norfolk and Suffolk Police, stakeholders and building users.

Issues ranged from effective project management, scheduling of maintenance work and resolving snagging, to security and ensure the daily functionality of all police custody buildings.



Cell A01	Detainee A1
Cell A02	Detainee A2
Cell A03	Detainee A3
Cell A05	Detainee A5
Cell A10	Detainee A10
Cell B01	Detainee B1
Cell B02	Detainee B2
Cell B03	Detainee B3
Cell B09	Detainee B9
Cell B10	Detainee B10
Cell C04	Detainee C4
Cell C06	Detainee C6
Cell C08	Detainee C8

Further work is being undertaken to support the Authority including penetration testing and development of user / training instructions on how to use and maintain the system. Individual log on and passwords have been included in the project to ensure security and auditing records are available.

In addition to the original concept of the project, in collaboration with ISM and Sygma, development has also allowed for the inclusion of the ability to view “targeted” information to individual cells in the form of videos or displayed communication. This has allowed the Authority to support their ongoing strategies for offender rehabilitation and support, in particular in the area of drug use.

SYGMA

Genesys
by ism
Delivering Efficient Intelligent Solutions

Tascor continues to work with the Authority to ensure day-to-day running remains seamless in its operation.