



# MOTOTRBO™ CAPACITY PLUS DELIVERS FUTURE-PROOF, MISSION-CRITICAL COMMUNICATIONS AT UK PRISON

IMPROVED RADIO COVERAGE, AUDIO QUALITY AND FUNCTIONALITY ENHANCE ON-SITE SECURITY AND STAFF SAFETY



## G4S & HM PRISON RYE HILL

G4S is the world's leading integrated security company, with a global turnover in excess of £20 billion. In the UK and Ireland alone, it employs 31,000 staff and offers a broad range of security services delivered on a single, multi-service or integrated basis, including Care & Justice services. Indeed, G4S has been active within the criminal justice sector in the UK since 1992, carrying out contracts for custodial and detention services, electronic monitoring, immigration & borders, and rehabilitation, resettlement and community services.

G4S operates HM Prison (HMP) Rye Hill on behalf of the Ministry of Justice. HMP Rye Hill is a Category B men's private prison situated in the village of Willoughby, near Rugby in Warwickshire. It has exclusively housed sex offenders since 2014 and currently holds more than 650 sentenced male adults, 20 per cent of whom are serving life sentences.

## CUSTOMER PROFILE

### Organisations:

- G4S
- HM Prison Rye Hill

### Partner:

Radiocom Systems Ltd

### Industry:

- Security
- Prison

### Location:

UK

### Motorola Solutions Products:

MOTOTRBO Capacity Plus Single-Site System comprising:

- 2 x SLR 5500 Two-Way Repeaters
- 200 x DP4601e Portable Radios

## CASE STUDY

G4S: HM PRISON RYE HILL

**“When we needed to update our end-of-life analogue network, Motorola Solutions and Radiocomms came highly recommended. We haven’t been disappointed. Our radio network is business critical: apart from landline phones, it provides our sole form of communication in the prison. So, it was essential that we deploy a completely reliable, future-proof, high-performance system. And this new Capacity Plus system delivers everything it needs to, and more. Importantly, our teams like and trust the new system, so it gets used – heavily – and, when we were going through a few teething issues, the support Radiocomms offered was second to none.”**

Karen Lucas, Head of Security, G4S, HMP Rye Hill



## CHALLENGE

Radiocomms Systems Ltd is a long-term partner of G4S in the UK and had recently successfully installed a MOTOTRBO system at a HMP Secure Training Centre operated by G4S. So, when G4S was looking to update its end-of-life analogue radio system installed at Rye Hill Prison, it asked Radiocomms to submit a proposal for a digital radio network. G4S was looking for a future-proof, scalable system that would deliver excellent audio clarity and coverage, as well as extra functionality, such as the possibility to track radio users. The security of the system was also an important point, as well as the ability to remotely monitor, update and disable radios, if needed.

Following detailed meetings and site visits, and a successful competitive proposal, Radiocomms ran Factory Acceptance Tests (FAT) in London, followed by an overnight installation at the prison to ensure no loss of service, and site acceptance tests (SAT) following deployment, staying at HMP Rye Hill until the new system was fully operational and users had received initial training.

## SOLUTION

All staff working on-site at the prison – from officers, to teaching, medical, ancillary care, facilities management and cleaning staff – use a MOTOTRBO DP4601e portable radio as the main form of communication and to raise alarms via the radio’s emergency button, if they need assistance. There is also a pool of radios for office-based staff, if they are working in the prison, and staff managing visiting times wear earpieces, to ensure network communications remain private and secure. HMP Rye Hill currently communicates over four channels: one dedicated to facilities management and cleaning to communicate independently of the 24/7 control room, and three further channels for open system-wide communications for all operational staff, such as officers, healthcare

teams (calling in health codes, for example) and duty managers. However, the system also facilitates private calls between radios, if required.

All calls are recorded using TRBOnet control room software for full traceability and training purposes, and HMP Rye Hill is starting to use more and more system functionality, such as messaging, which is particularly helpful when management need to rapidly send a sickness cover request to all staff, for example. The teams are also starting to use some outdoor GPS positioning and may install interior beacons in the future, to enable indoor tracking. The system has been set up with full redundancy, for both MOTOTRBO and TRBOnet, in case a server should encounter issues; however, this has been unnecessary to date. HMP Rye Hill can also temporarily or permanently disable any misplaced radios and, as part of its ongoing 24/7 support contract, Radiocomms uses MOTOTRBO Radio Management software to remotely program and update the fleet.

## BENEFIT

The MOTOTRBO Capacity Plus system is ultimately helping to increase security and worker safety at HMP Rye Hill. The reliability of the network is key, as it provides the main form of communication.

And, although it took teams a little while to fully get used to the new system and the increased capabilities, they now really appreciate the improved audio clarity, first response and alarm functionality, and the robustness and reliability of the system; they have great confidence in the system, knowing they are also fully and ably supported by Radiocomms. Moving forward, HMP Rye Hill may look at combining additional technology from the Motorola Solutions Safety Reimagined portfolio with its MOTOTRBO system to provide an integrated technology solution to support teams responding to emergency situations; this would help to further enhance security and traceability at the prison.

### Motorola Solutions Products continued:

- Accessories including IMPRES™ batteries and chargers, carry cases with belt hoops and earpieces
- TRBOnet for voice recording and positioning
- MOTOTRBO Radio Management

### Benefits:

- Clear audio quality and excellent coverage across the prison, which is essential as the radio system provides the principal means of on-site communication
- Swift, overnight deployment, with no loss of service
- Redundant, resilient, scalable system with ongoing maintenance and service support provided by Radiocomms, for a long-term solution and good ROI
- Full encryption for secure communications for day-to-day operations and during any emergencies, with option to disable missing radios
- Enhanced functionality including messaging, voice recording, central dispatch and exterior GPS tracking, to aid smooth operations and increase worker safety

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