

# CASE STUDY

## Sussex Police Force

Inspector Don Moyse, Firearms Gold Commander of the Sussex Police is tasked with organising the National Programme for an accredited course for commanders who deal in high threat and risk critical incidents. This is the only nationally licensed course in the UK – the candidates from Superintendent to Chief Officers attend from all over the UK. He needed a venue that could host the training but was dissatisfied with the impersonal approach taken by corporate hotels.

“Previously, we were using hotel conference facilities but we felt they lacked the necessary care and attention. If we needed the flexibility of an extra room or a peaceful location, it often proved difficult so I began looking for a venue that has all the benefits of a hotel but with an atmosphere and environment conducive to learning. At a HR conference, I came across Roffey Park.”

“For the past year, we’ve been running one 15-delegate course a month at Roffey Park and the difference it has made is phenomenal. As soon as you walk through the front door you get an air of focused professionalism and a feeling that you can learn there. The staff are happy, competent and willing to bend over backwards to service the client. The venue itself is set in the most amazing grounds with spacious rooms overlooking forests, fields and ponds. This sense of seclusion genuinely helps course participants to focus on learning.”

“Roffey Park also provides ancillary support that is second-to-none, from IT to catering to outdoor activities. And when something isn’t right, they’ll quickly remedy it. As an example, last summer, we felt that one of the classrooms tended to get quite hot in the afternoon. When we returned, a full air-

conditioning system had been installed. You simply don’t get that level of service from other venues.”

“The food is local, seasonal and served by friendly, amenable staff. The bedrooms are larger than hotel equivalents but come with all the facilities you would expect: satellite television, Internet access, ensuite bathrooms and an excellent gym and pool.”

“Everything about Roffey Park takes the delegates away from a pressured working environment and allows them to focus on the task at hand. It is the ideal place to undertake focused learning. And when classes end, we either relax in the gym and pool or borrow some mountain bikes and head off into the woods to clear our heads.”

“I get feedback from every delegate after a course and not a single person has had a negative comment to make. Given how demanding senior police officers can be, that speaks volumes about the quality of service at Roffey Park. Their all-inclusive pricing strategy means they are surprisingly cost-effective. All these reasons make Roffey Park the perfect venue in my eyes.”