

Gloucestershire Constabulary

Reliance provides state of the art premises for modern policing.



The Customer

Gloucestershire Constabulary needed to centralise and upgrade the operation of their headquarters. The organisation was based in accommodation dating back to the 1960's that limited the development of modern service practice. The new headquarters was to house the command unit, major incident rooms, Strategic Co-ordinating Centre, Professional Standards Division, training areas and Gold Command. The constabulary required a purpose-built, strategically located building that could flexibly accommodate a range of functions for current and future needs.

The Solution

The Reliance-lead consortium understood the culture and challenges facing the Constabulary. Our knowledge of operational policing and building management and maintenance enable Reliance to understand and interpret Gloucestershire's requirements for the design of a highly effective building. This allowed for a smooth and cohesive briefing and design consultation process.

The consortium delivered a BREEAM rated, self-contained environment with a restaurant, a shop, science labs and a gym, to encourage a feeling of belonging and pride in the workplace. The on-site occupational health centre has a separate entrance providing confidentiality for officer rehabilitation, but maintains a connection with the organisation. A multi-functional workspace is easily transformed into a 120 person strong Strategic Co-ordinating Centre – or other overlays – with minimal disruption.

The Result

The flexibility inherent in the design of the building is tested on a daily basis. The co-location of interdependent departments has brought immediate efficiency benefits, whilst the innovative security solutions include proximity card controlled secure areas for the Chief Officer Group and professional standards teams to ensure confidentiality. The overlay capability has been the subject of a planned event and resulted in a 50% decrease in time for the police to mobilise. The facilities management of the building is cohesive and is demonstrating month on month improvement in recorded events.

Key Services Provided Include:

- Design and construction management
- Site management
- Integrated facilities management services
- Management of logistics and central registry
- Hi-tec access and security systems
- Front of house security operations
- Help Desk operations

We are building an effective working relationship with Reliance that enables Gloucestershire Constabulary to focus on core policing services for the community.

Chief Inspector
David Blakeman



**Motion Media
Technology Centre**
Severn Bridge
Aust, Bristol BS35 4BL
T: 01454 634200
E: info@reliance-stms.co.uk
W: www.reliance-stms.co.uk

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Partnership

Reliance provides best practice and continuous improvement using its experience within the security and facilities management businesses.

A commitment to ensuring Best Value is demonstrated by an open book policy for ongoing work and benchmarking of soft services.

People

Reliance uses a language and terminology common to the police. Reliance selects people with excellent technical skills, with key members of the team at the Gloucestershire Police Headquarters having previously worked with the Police. Mentoring new members of the team to understand our customer has supported the development of responsive services.

- *Increase focus on core policing*
- *40% saving on heating and ventilation costs*
- *50% reduction in mobilisation time for overlays*
- *100% conclusion of service*

A smooth transition

Reliance played a key role moving 350 people from central Cheltenham to the new building. The planning process had to ensure continuity of service to the community. Each phase of the plan took three days to complete; the process ensured that critical functions were protected with contingency plans. The migration of the specialist equipment for the science laboratory and the IT infrastructure was undertaken at the least critical time for the constabulary.

Migration was completed within the agreed timescales to ensure occupation at the end of January 2006. A full induction of the building which included health and safety and technical support as well as familiarisation with the new leisure facilities was attended by every member of the headquarters team.

Caring for the environment

The innovative building design boasts a number of major environmental initiatives, including one of the largest geothermal heating systems in UK.

A geothermal loop based on 150 boreholes sunk 98m below the ground surface feeds a plant room and provides heating or cooling temperature. The energy usage is 40% lower than a conventional heating and cooling system.

The recovery system collects rainwater into an underground tank and is then pumped around the building to serve the showers and WC facilities. This, coupled with a lighting system that uses photocell presence detectors, further increases long-term energy savings. In addition, the Reliance Team has created on-site paper recycling points and is investing in a compost maker for waste from the on-site catering facilities.