

Two Counties Police

Overview

The £60 million Norfolk and Suffolk Police Authorities for the Two Counties Police Investigation Centres Project represented one of the largest PFI projects within the police sector. The project consisted of building six new police investigation facilities across two counties. The Centres are located at Wymondham, Aylsham, Great Yarmouth, Ipswich, Bury St Edmunds and King's Lynn.



Our Responsibilities

We provide all hard and soft FM services for the 6 secure Police investigation sites on behalf of Norfolk & Suffolk. In addition each facility contains specialist secure environments for Investigation Units, admin offices, interview, virtual courts and incident management rooms as well as forensic rooms, medical suites.

We have adopted the BS11000-1 for collaborative working with our services that range from:

Planned and Reactive maintenance	Utilities & Energy Management
Security, Access Control System	Cleaning services
Asset Life Cycle management	Hard and soft landscapes
24/7 Help Desk.	Waste Management
Grounds Maintenance	Pest Control

Following a recent external benchmarking and independent health, safety and environmental audit, including a 5 year technical audit, it has been confirmed that our service exceeds the required site maintenance standards and is providing value for money.

Key Facts

- All staff are police security vetted
- Over 1,000 PPM activities completed each month
- Respond to an average 60 service requests each month
- All locations are 14001 accredited
- No service credits imposed
- Full responsibility for lifecycle replacement
- Home to the Great Nested Newt at Wymondham
- Tascor are supporting the Norfolk & Suffolk Constabularies move into the digital age through the upgrade of spaces to virtual courts and LIVE Link room for detainee and witness court appearances
- PIR controls have been installed at all 6 facilities as part of our drive to reduce energy use.

Testimonials

I have been Head of Custody for Norfolk and Suffolk for the past 18 months and throughout this time have found the service received from Tascor to be **first class**, both in relation to **work conducted** and the **relationship with the management team** alike.

We are regularly visited by external agencies, partners and other Police forces in relation to our custody facilities. The recurring comment that I get is that **visitors cannot believe that our buildings are five years old**, given the **excellent condition that they are kept in**. Given the challenging environment that we work in day to day, this is testament to the work that the Tascor teams conduct on behalf of the two constabularies.

John Colbert
T/Chief Inspector
Head Of Custody
Criminal Justice

AECOM considers the FM Contractor **performing very well**. The area managers are skilled technicians that ensure the facilities run well and all have good relationships with the facility users.

AECOM noted that the performance of the FM Contractor is **very good** and AECOM notes that this is being recognised at the facilities.

AECOM was pleased to hear **positive comments** on the performance of the FM Contractor and ProjectCo that reflected our assessments and observations on the Project.

AECOM considers the Lifecycle works as well as Hard FM (day-to-day / reactive maintenance works), are being **undertaken diligently and suitably**.

There was only one find across all four PICs by the Search team - a small wooden dowel in one of detainee footwear lockers outside the cells. I strongly suspect that it had been in place since construction and was used to secure the metal shelf (inside the locker) in place while it was being screwed into position.

The fact we only found one item is a **testament to the standards of searching and to our cleaning /maintenance regime with Tascor**. Please can you pass this positive news to both your Custody Staff and Tascor Staff.

John Colbert
T/Chief Inspector
Head Of Custody
Criminal Justice
Norfolk Constabulary