

**Gloucestershire Police**

**Overview**

Gloucestershire Constabulary County Police Headquarters is an awarding winning PFI facility using a Ground Source Heat Pump system.



Predominantly open plan, providing over 8500 m<sup>2</sup> of accommodation for up to 450 staff with a street running through the building extending from floor to roof, this layout provides the maximum benefits in terms of space efficiency, light and flexibility, yet still recognizes the security requirements one expects from today’s modern office environment.

The building was fitted out to a very high specification with full air conditioning, raised access floors, CAT 6 network cabling, LG3 intelligent lighting, pre-installed IT infrastructure, partitions, IT rooms, rest areas, reception, 100 cover restaurant, gymnasium and sports hall, street area, training rooms, conference facilities, relaxation suites, welfare areas and changing rooms.

Designed to be environmentally friendly, the building uses a borehole field system to assist the thermal temperature control within the building, with under floor heating and cooling in some areas, helping the building to achieve a BREEAM rating of ‘Excellent’. Each one of the 150 boreholes contains tubing within which fluid is circulated and moved around an interconnected pipework system. The 98 metre boreholes collect heat from the earth’s constant 12.7°C temperature, this is fed through a heat exchanger to heat the building in winter and cool it in the summer.

**Our Responsibilities**

Tascor has been responsible for FM services for Gloucester Police since 2005 under a 30 year PFI contract. We have a dedicated team of 12 on site supplemented by a further 11 specialist sub-contractor personnel all of whom provide the following services;

M&E Maintenance	Energy and Utilities Management
Help Desk/Disaster Management	Security
Fabric Maintenance	Grounds Maintenance
Cleaning – External & Internal	Pest Control
Waste Management	Central Registry
Front of House/Reception	Fire & Emergency Procedures/Other

**Key Facts**

- All staff are police security vetted
- Over 640 PPM activities each year
- On average 700 service events each year
- Full responsibility for lifecycle replacement
- Year on year reduction in electricity used
- Over 90% customer satisfaction levels

As well as the Police HQ, we are also responsible for four fire stations and a Skillzone area which is a life size village designed to provide an interactive learning environment to teach people of all ages how to recognise dangerous situations and stay safe.

There are sixteen zones which cover a range of scenarios including water, rail and water safety, an internet cafe, as well as opportunities to cover home and personal safety.

The zones include:

Court Room	Water safety	Police	Shop
Bus	Sub Station	Cinema	Farm yard
NetZONE	Railway	Alleyway	Flood
Building Site	Park	House	Road

The variety of zones means we have to maintain different types of learning equipment to the same standard so that they are available for use by visitors.

We employ a team of eight people to deliver this service and all staff are subject to enhanced DBS checks due to working with vulnerable people.



### Testimonial

I would like to take this opportunity to pass on my thanks for the work that your staff, led by John Mead, at our Headquarters Building in Waterwells, Gloucester, do for the above event.

Right from the start, John and his team have been **pivotal in ensuring the success of these events**. Nothing has ever been too much trouble for them even hosting a set of reindeer, inflatable snowmen and snow machines for the Christmas shows!

John and his team are a **real credit to Tascor** and we are very grateful for their continued support. Please accept my thanks on behalf of the Constabulary for their efforts.

**Gary Thompson**  
Temporary Assistant Chief Constable