

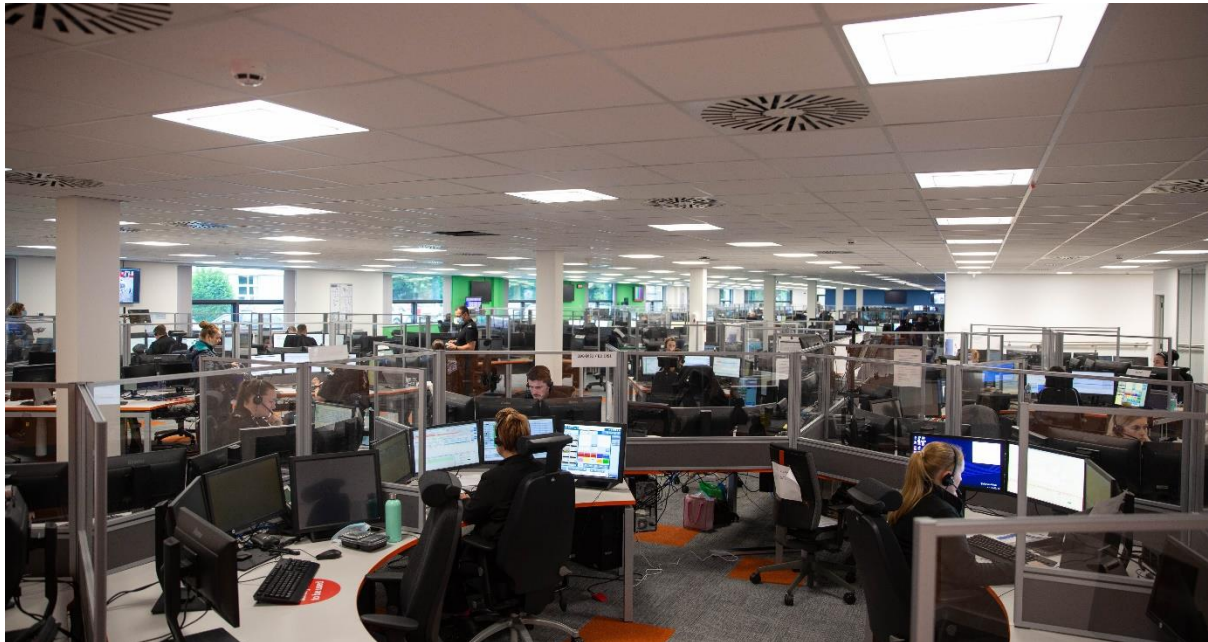
PROJECT SHEET



Projects: Refurbishment of Estates Office & Force Control Room
Client: Lancashire Constabulary
Contract Values: £320,000 & £1.05m



City Build has recently completed the refurbishment of the Estates Office and the phased refurbishment of the Force Control Room at Lancashire Police's Hutton Headquarters.



These areas of the police headquarters hadn't been upgraded for 20 years so were very dated. Our works have included full strip out including demolition of the entire areas, then installation of new M&E, partitions, suspended ceilings, flooring, doors, windows, IT and furniture.

The HQ site remained fully operational throughout our works. The Estates Office was located off a live corridor so special care was taken to protect police staff from our works through careful segregation and robust procedures for mitigating dust and noise. The Estates office was located above the Superintendent's office, so noisy works were limited to before and after the usual working day. The installation of new IT and data points involved close liaison with the Police's IT department and their nominated electrical contractor.

A key lesson learned was working in a secure environment. At Hutton we ensured all persons involved in the tender and working on site were vetted using the Constabulary's NPPV Level 2 form. We ensured each trade was supervised at all times. Only City Build staff were given swipe access cards for access to areas, and we made sure to have additional staff vetted and familiar with the site to cover holidays, sickness, COVID-related self-isolation, etc. We swept the work areas prior to starting works with City Build staff and the client's representative ensuring any sensitive material / documents had been removed. We introduced processes and included in our site inductions a Toolbox Talk in case any site operatives found any sensitive documents. We agreed processes with the Police for disposing of any sensitive documents including shredding or passing back to client.

"City Build developed a good relationship with us and had a very collaborative attitude to client relations. This meant that while the job threw up a number of challenges as the work progressed, City Build dealt with each issue efficiently and pragmatically, while still delivering a quality scheme. On behalf of the client that I represent, I am satisfied with the overall service provided by City Build on this project." – **Emma Castle, Estates Project Manager, Lancashire Constabulary**