

South Wales Police – Planned & Reactive Contract

Contract Value: £1m per annum

Contract Period: 1995 – 2018

Our Industry Success

Highland Services has established an exceptional reputation in the provision of Electrical, Mechanical and Building services, and have gained considerable experience operating in Police and Secure environments over the years, as we continually strive for service excellence.

Services Delivered

- High Voltage Transformer Upgrade
- 24/7 Reactive Callout
- Testing & Inspecting whole estate
- Distribution & Sub-Mains upgrades
- Lighting & Control upgrades
- Lightning Protection
- Value Engineering
- Complete Rewires of HQ and various Stations

Scope of the Contract

Highland Services provided planned and reactive electrical works to South Wales Police, covering the whole estate consisting of over 100 properties between Swansea & Cardiff including custody and laboratory environments.

The contract included 24/7 emergency callout cover, testing and inspecting & rewire works to the electrical installations throughout the estate.

The other construction trades we employ directly at Highland proved valuable for South Wales Police and made us a one-stop-shop for anything they required. We proved extremely valuable with our 24/7 callout facilities and were often called on to cover other trades when they failed to attend.

CDM Responsibilities

Highland Services operates in the role of Principle Contractor for this contract:

We meet our responsibilities under the Construction (Design and Management) Regulations 2015 by adopting a collaborative and proactive approach to all our projects. In the role of Principal Contractor under CDM Regulations 2015, we:

- Detailing arrangements for planning, managing, and monitoring safety with Construction Phase Plans.
- Always apply the Principles of Prevention to reduce risk and to actively eradicate risk via design.
- Utilise the Pre-Construction Information and existing H&S File to ensure correct risk management arrangements are in place.
- Produce a supplementary Construction Phase Plan for notifiable schemes and distributing to allow works to commence

Contract Management

The contract for South Wales Police was managed and monitored by Peter and Charles Caddy, ensuring each work package was appropriately programmed and delivered on time, whilst mitigating any risks and concerns.

Peter and Charles maintained a collaborative approach with South Wales Police, other contractors involved in service delivery, and subcontractors employed by us for specialist elements. They ensured daily communication and weekly progress meetings to report on job progress, and to ensure that relationships remained positive throughout.

Our approach to communication and quality management was key to our success in supplying successfully and on time.

Resources

- Our team of experienced engineers enabled Highland to deliver the various work packages we participated in, and our dedicated Senior Engineer Stephen Pritchard meticulously planned and monitored the on-going works throughout the contract term.
- Our resources included approved subcontractors for Lightning Protection.
- Subcontractors and engineers were fully briefed on the requirements of the contract, and site-specific inductions and safety talks were conducted prior to any works commencing.
- Risk Assessments & Method Statements were compiled for this project, for both Highland and Subcontractor operatives, and all teams followed the safe systems of work whilst delivering.
- Our optimal mix of resources ensured full collaboration across the project

Key Challenges

A key aspect of this service was understanding the normal challenges and risks that go hand in hand when working within a sensitive and controlled environment.

| Challenges | Mitigation |
|---|---|
| Diversion/isolation/termination of building services causing possible delays and increased cost. | Highland ensured established collaborative relationships were in place and followed the principles of ISO44001 so that all stakeholders / contractors are always well informed via a detailed programme, briefings, e-mails, and notifications etc. Ensuring that there was no conflict regarding planned / unplanned activities and all works was managed appropriately. |
| Disruption to the environment and working around the public and staff in controlled environments. | Our staff were always fully briefed via toolbox talks and aware of their safeguarding responsibilities. Clear signage and instructions were always provided and regularly updated. |

Added Value

During the project we provided South Wales Police with consultancy services helping with design, value engineering and pay back times on new lighting installations. The other construction trades we employ directly at Highland proved valuable for South Wales Police and made us a one-stop-shop for anything they required. We proved extremely valuable with our 24/7 callout facilities and were often called on to cover other trades when they failed to attend.