

Durham Constabulary

Aiding and abetting "Altogether Better Policing"

£1m p.a

/ Contract value

August 2010

/ The service commenced

September 2019

/ The duration

Built on a trusted, long-term relationship, we have consistently reduced costs, and improved response times, in support of Durham Constabulary's delivery of "Altogether Better Policing" through the provision of planned, and response, fabric, mechanical and electrical maintenance services. Our expertise, which is supplemented further in the supply of grounds maintenance and environmental services, effectively orchestrated from a 24/7/365 Helpdesk Service, ensures Durham Constabulary's dispersed estate, comprising 70 buildings spread across 48 sites, is fully operational, well maintained and functioning effectively.

The brief

Committed to delivering excellent policing to "inspire confidence in victims and our communities", Durham Constabulary sought a long-term partner to work in tandem with its operational team to guarantee building and asset availability 24/7/365 while planning diverse work requirements to minimise disruption to critical policing operations.



“The customer service provided by GRAHAM and their understanding of client requirements has always been of a high standard, largely due to the professional and helpful nature of key staff attached to the contract.”

Michelle March
Head of Estate for Durham Constabulary.

The challenges

Flexibility is an essential element of our practical, and trusted, delivery of Hard FM services in this highly compliant operating environment. Understandably, given the unpredictable nature of policing, stringent restrictions are routinely in place, work schedules are regularly amended and difficult circumstances are encountered across the Constabulary's diverse building portfolio. A problem-solving 24/7/365 Helpdesk service ensures our knowledgeable workforce has the capacity to proactively adapt to sudden changes in planned work schedules.

The solution

Our added value services, featuring the 90% completion of first time fixes, have been delivering lasting impact to Durham Constabulary since 2010. Across 48 sites, encompassing 70 buildings, including the state-of-the-art, 5,650m² Headquarters, Durham Constabulary's estate, and portfolio, is wide and operationally varied, incorporating custody suites, police stations and recreational facilities. As a measure of our lasting relationship, we relocated our North-East operations to Durham, taking up residence in the Framwellgate Moor Police Station, in a move that served to prevent the permanent closure of this station. Built in 1980, we refurbished the building and converted an unused garage into a general office, positioning us closer to a key client. Our dedicated on-site team, providing mobile maintenance, draws upon directly employed building fabric, mechanical and electrical engineers managed centrally from our local Helpdesk facility. Targeted PPM services for critical areas and 24/7/365 emergency response represent notable features of our cohesive solution.

Outputs & Benefits

- True Partnership:** Rehoused the GRAHAM regional office from Sunderland to Framwellgate Moor Police Station, preventing the station's closure
- Solid Relationship:** Beginning in 2010, the contract was extended in April 2015 for a further four years plus a possible three-year extension
- Project Efficiency:** 90% first time fix completion ensuring no call backs and end-user satisfaction
- Employing Local Talent:** Ten new jobs were created within the local area



For more information on how we're delivering lasting impact:

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GRAHAM