

New contracts will improve condition and security of courts

- New contracts to provide speedier, consistent and better services
- ENGIE to carry out facilities management works while OCS will provide security services
- Contracts will start in April and are worth a combined £1.1bn over nine years

From 1 April 2020, ENGIE will be responsible for vital facilities management work such as cleaning, maintenance, waste management and pest control while OCS will provide security services covering guarding and alarm monitoring.

These two contracts are part of a series of steps HMCTS is undertaking to modernise and improve the experience of all those using courts and tribunal buildings.

Justice Minister, Chris Philp MP, said:

These new contracts will modernise and enhance the experience of all those using our courts and tribunals, delivering more user-friendly services.

Our justice system is one of the most advanced in the world and this Government is committed to ensuring it stays that way.

Under the new arrangements, facilities management work will focus more on the people who use courts and tribunals, including victims and witnesses, with new objectives based on the experience of court users. This includes quicker response times for repair and improvement works, to ensure they match industry standards, and penalties when suppliers fail to carry out work to an adequate standard.

The new security contract will provide staff with increased training on how to work with the public and professionals in courts and place more focus on search-on entry, ensuring a safe and secure environment. Nicola Lovett, CEO ENGIE UK & Ireland, said:

We are excited to have been awarded this important contract to provide facilities management for HMCTS. We look forward to working closely with them, the judiciary and the regional teams throughout the country to understand the challenges they face and to drive improvements to both services and user experience across the estate.

Bob Taylor, CEO OCS UK Ireland and Middle East, said:

We are delighted to be awarded the contract to provide security services across the estate and are excited to work with HMCTS to transform and modernise the security service and enhance the experience of courts and tribunals users.

Previous security and facility management contracts were split between the north and south of the contract. Separate, nationwide contracts for the two services will ensure consistency across the estate.

Notes to Editors:

1. The two contracts were awarded following a competitive 12-month tendering process, undertaken in line with the Public Procurement Regulations
2. Transition of contracts to the new suppliers is underway. ENGIE and OCS are working closely with HMCTS Facilities Management team to ensure a successful transition to the new contracts on 1 April 2020.
3. During the transition period, ENGIE and OCS representatives will be meeting staff transferring from the existing suppliers under the provisions of the Transfer of Undertaking (Protection of Employment Regulations)
4. During the process of transition, HMCTS' current suppliers will continue to maintain their services and meet contractual obligations.
5. For more information please contact FMRP_PMO@justice.gov.uk