

## Pinnacle Facilities Management **Essex County Council's County Hall incorporating the Chelmsford Transport Hub Case Study**

County Hall is our biggest and most valuable site. Standards of cleaning here are exceptionally high.

We employ circa 60 staff on a part-time basis. There is one site manager and 3 supervisors.

The site is a mixture of listed buildings (primarily the Council Chambers), 60's / 70's style blocks and new-build glass and brushed chrome structures.

The site incorporates an indoor sports centre (gym, squash courts, sauna etc.) with bar and function lounge as well as a large restaurant open to Council staff and the public.

We have introduced Scrutinize – a handheld computer monitoring system

We have introduced a monthly client report discussed at a monthly meeting attended by senior managers.

We have performed well and were invited to provide a price for cleaning the new transport hub.

The hub is a new mixed tenure (homes, retail and bus station) centre located on the old bus station site demolished 2 years ago.

Our teams are responsible for morning and afternoon cleaning including the waiting area, toilets and command centre 7 days per week.

Bus operating Company is One

Retail units managed by King Sturge (Tesco, Corals, Greggs bakers etc)

Site owned and managed by Essex County Council

We also provide an emergency call-out service e.g. to clean bodily fluids, major spillages, needles etc.

This contract was mobilised within 2 weeks. Pinnacle could do this because Steve Fuller our Business Manager has 20+ years experience in the field and our staff at County Hall (2 minutes walk away) have been trained to a high standard.

Further information and clarification from:

**Steve Fuller**

Business Manager – Cleaning

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