

Cambridgeshire County Council (CCC)

Assisting CCC in meeting unprecedented service demand

£4m p.a.

/ Contract value

March 2010

/ The contract commenced

December 2018

/ The contract completed

We have enjoyed an enduring, long-running relationship with Cambridgeshire County Council since 2010. Originally providing a 24/7/365 Building Fabric Maintenance service under a MTC Day Works Arrangement, we then successfully gained inclusion on the Council's Local Government Shared Services (LGSS) Framework in 2015 for Building, Mechanical and Electrical Works. Our expert team services over 300 Council properties including offices, community centres, sheltered accommodation and, uniquely, two 18th Century windmills within the region – the Great Grandsen Windmill and the Great Chishill Windmill.

The Brief

In 2015 Cambridgeshire County Council appointed a Framework of specially selected contractors to carry out Building Fabric Services within the geographical boundary of Cambridgeshire. Through participation on this Framework Arrangement we undertake small jobs and minor works including building and building services replacement and refurbishment.



“We have found GRAHAM a very easy company to deal with and although not a partnering contract, are developing a good partnership relationship. Invoicing is timely and queries are dealt with in good time,”

Jim Harris
Property Services Manager,
Cambridgeshire County Council

“GRAHAM has been contracted to carry out responsive building repairs on a five-year contract since January 2010. The company responds well to these unplanned calls and generally delivers a high quality repair within the priorities set under the contract,”

Jim Harris
Property Services Manager, Cambridgeshire County Council

The challenges

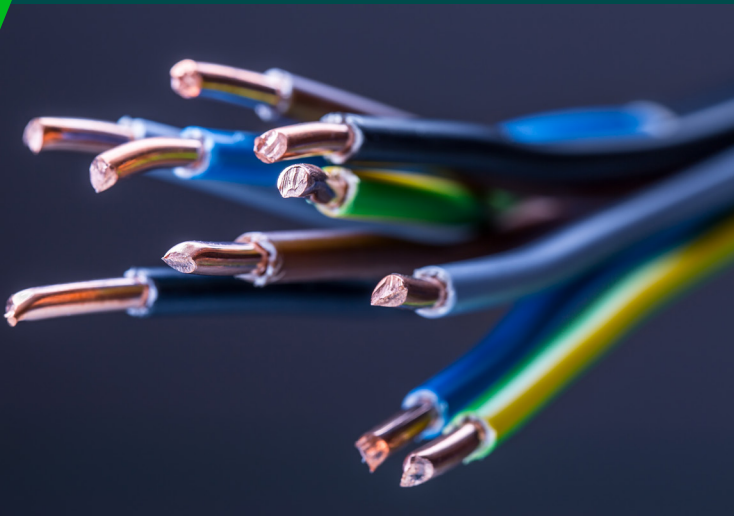
The varied operational functionality of Cambridge County Council's building portfolio, which encompasses respite centres, corporate buildings and youth centres, demands strict adherence to vetting and security clearance procedures at all times. Work is completed with consideration given to the Council's end-users, who include vulnerable adults and children. A dedicated Security and Vetting Manager continually monitors the correct completion of these protocols. Compliance with site specific access is also a prerequisite of this contract with all of our Mobile Operatives, and subcontractors, instructed to supply appropriate identification at all times.

GRAHAM's solution

With changes to demography, pressures and inflation accounting for an additional £31m burden on CCC's "already stretched budgets", the Council is facing an unprecedented demand on its services. In consideration of this challenging environment, we deliver value-added planned and reactive maintenance services at optimum cost. Minor works are also completed with enhanced end-user satisfaction at the core of our operations. Completing over 2500 jobs per annum, we have implemented a Mobile Maintenance Solution, comprehensively supported by a 24/7/365 contract dedicated Helpdesk, which is locally managed from our Central Cambridge based office. Across the Council's 300+ dispersed estate, that includes a number of protected and listed properties of cultural value, we also provide Compliance Services in line with Statutory Legislation.

Outputs & Benefits

- / **Long-running Partnership:** We have been supporting Cambridgeshire County Council in the delivery of Building Fabric Maintenance services since 2010
- / **Scope and Scale:** We service a multi-site, geographically dispersed estate throughout the Cambridgeshire area
- / **Heritage:** The estate includes a number of protected/listed properties of significant historical/cultural value
- / **Project Efficiency:** Approximately 2500+ jobs are completed per annum
- / **Localised Management:** Our Mobile Maintenance Solution is managed from our Central Cambridge office



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

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GRAHAM