



Arcus Consulting: Case Study

ETS/Acas Commission Nationwide

Commission Objective:

Employment Tribunals Service (ETS) & Advisory Conciliation and Arbitration Service (Acas) provide key government services nationwide. The management of this vast estate of 63 offices was being undertaken on an ad-hoc reactive basis by local staff members utilising local contracting services. This resulted in varying standards of works and costs controlled by people who were not qualified, or employed, to undertake such tasks.

The Clients quickly identified that assistance was needed to provide quality maintenance, new works and professional services that were cost effective, provided value for money and brought consistency across their entire estate. Following a competitive tender exercise Arcus were successful and appointed as their Works Consultant.

“The Commission serviced by Arcus was approached, and maintained for its duration, with a view to providing value for money and finding efficiencies in all areas, improving service quality whilst endeavouring to reduce costs. I feel this was successfully achieved and was reflected by a contract extension.”

Neil Edwards - Acas Strategic Estates Manager



acas



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Arcus Solutions:

As Works Consultant, Arcus worked closely with the Clients and formed an invaluable longstanding relationship which enabled the development of a bespoke service tailored to suit their individual needs. The services included;

- The tendering for and appointment of a Measured Term Contractor.
- The management of the Measured Term Contractor.
- The provision of a full time (24 hour 365 day) Help Desk facility, for emergency and reactive works, manned by trained personnel.
- Advice and guidance on suitability of new property acquisitions, including disabled access facilities.
- Workplace Strategy, Option Appraisal and office refurbishment works from inception to completion.
- Arranging inspections and monitoring of Statutory Inspections to ensure compliance for lifts, boilers and pressure vessels.
- Arranging inspections, undertaking of remedial works and management of asbestos containing materials (ACMs), their registers and 5yr fixed electrical and portable appliance (PAT) testing.
- Provision and updating of asset registers.
- The undertaking of an Annual Inspection to each premise on their estate, which comprised completion of; Fire Risk Assessments (FRAs), Disability Discrimination Act (DDA) Access Audits, Forward Maintenance Plans (FMPs), Contractor Audits and Help Desk Audit.

Delivering Value:

Arcus decided from the outset that we would provide a small, dedicated, professional team to serve the Commission nationwide to ensure consistency and provide a single knowledge base for Client updates on request. This proved to be really successful and assisted in the development and maintenance of key Client/Consultant relationships.

Due to weekend and evening call-outs from attempted break-ins or false alarms at offices causing local staff problems, Arcus increased their Help Desk facility to provide 24hr cover, including weekends, which differed from the original 08:00 – 18:00hr five day service. This was extended to the Term Contractor to provide a complete service.

As the premises were spread nationwide, and to assist the Client, Arcus provided professional services on site to local offices. A good example was the provision of workplace strategy modelling on AutoCAD with a select group of Client representatives. This enabled instant discussion and consideration of numerous alternatives; which saved time for the development of the scheme as a whole, ensured all objectives were met and ultimately reduced Client costs.

In Conclusion:

Arcus was a key strategic partner for Employment Tribunals Service and Advisory Conciliation and Arbitration Service (Acas) for over 9No. years until the Commission, which was extended by mutual agreement several times, drew to its natural conclusion. By working together we were able to create an estate that provided for and reflected each individual Clients identity, all of which was maintained to the highest level.

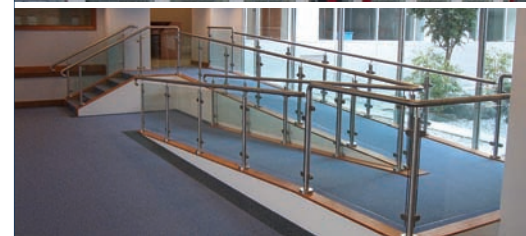


Overview:

Client: ETS & Acas

Disciplines: Project Management, Building Surveying, Design, Quantity Surveying, M & E Engineering, CDM-C and Help Desk

Value: Approx. £2.5m per annum



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