



Millennium Point

Ensuring excellence for Birmingham's unique venue destination

Millennium Point is a prominent multi-purpose venue located in the heart of Birmingham. Since its opening in 2001, Millennium Point has established itself as a dynamic hub for science, technology and education.

The building spans 46,450 sqm and offers a variety of spaces such as offices, conference rooms, exhibition halls, and public areas. It is home to Thinktank science museum and Birmingham City University amongst other city's leading institutions, and attracts a diverse range of visitors, including students, professionals, and tourists. Its strategic location makes it a central point for educational events, corporate meetings, and cultural activities in the region.

Established as a charity, Millennium Point reinvests profits from its commercial activities to support STEM (Science, Technology, Engineering and Mathematics) education and initiatives in the West Midlands with the core aim of inspiring and equipping future generations with the skills and opportunities to thrive in a rapidly evolving world.





About the partnership

We won the Millennium Point cleaning contract in 2019. The client was looking for a specialist partner that understood how to successfully operate in a complex, ever-changing environment and would ensure the right level of care and attention this landmark required.

Millennium Point is a multi-tenant building, and our team forms an important part of the service Millennium Point delivers to its occupiers as we are responsible for the overall cleanliness of the building. Therefore, ensuring a pleasant experience for all visitors and occupants is crucial.

Our services at Millennium Point cover cleaning of public spaces, office areas, washrooms, kitchens, event areas, and we also provide event support. Our specialist trained colleagues manage tasks such as flushing unused toilets and taps and addressing legionella issues. We also conduct specialist

cleans, including jet washing, guano removal and high-level cleaning. Furthermore, Amulet, our sister company, delivers security services across the site.

Our team of 13 colleagues, led by a dedicated Head of Soft Services, is versatile and skilled, ready to handle the unique challenges that arise daily. Unlike typical sites where standardised cleaning programmes suffice, Millennium Point demands frequent adjustments to match the building's dynamic environment and events. Our cleaning regimes are therefore very flexible, often changing multiple times a day. We often support events with minimal notice, demonstrating our ability to adapt and deliver under pressure.

Testament to our team's hard work and commitment, we recently retained the partnership for another 3+2 years, reiterating our dedication to addressing the building's needs and ensuring a safe and clean environment.



Specialist trained team that adds value

Given the high footfall and diversity of visitors, we ensure that our entire Churchill team at Millennium Point undergoes advanced medical training in trauma, bleed stop, advanced first aid and the use of Automated External Defibrillators (AEDs), enabling us to support with handling medical incidents on site. The team also receives IOSH and counter-terrorism training to ensure a safe and efficient cleaning operation and enhance our security and emergency preparedness, contributing to the overall safety of the building. Every team member is trained in all cleaning tasks on site for added flexibility, enabling us to ensure high standards at all times, even during periods of team absence.

Commissioned in 1999, there are ambitions for the building to undergo significant refurbishment

and enhancement works in the coming years. Until then, our team plays a key role in keeping the building looking pristine and deploying innovative methods and product testing to revive tired items and surfaces.

During the Covid pandemic, our team worked tirelessly, performing 24-hour deep cleans to support the building's role as Birmingham's largest vaccination centre. At its peak, 3,000 vaccinations were delivered per day, thanks in part to the dedication of our team to ensuring a safe and hygienic space.

Our team also provides specialist data to the client and creates tailored solutions to meet the specific requirements of different events. This expertise is key to our successful partnership with Millennium Point.



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Millennium Point is a unique business and as such we need partners who can work in a dynamic and flexible way. We are a charity promoting the advancement of STEM education in our region and everyone in the Churchill team knows that their contribution, no matter how small makes a difference to the lives of people in our community. The management team on site are the driving force behind the excellent service that is delivered to our colleagues, tenants and visitors without exception, and we are proud to work alongside them.

Linda Degg,
Facilities Director

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A showcase contract

Our partnership with Millennium Point demonstrates our ability to deliver specialist, attentive and adaptive cleaning services, ensuring a safe and pristine environment for everyone who visits this unique venue.

We consistently meet the KPIs with 100% monthly compliance and our weekly audits with the client result in very few actions needed and are proactively driven by our team making suggestions on the areas that could be enhanced further.

Millennium Point serves as a flagship site within Churchill, frequently used as a case study for both current and prospective clients due to the unique service delivery, specialist training and innovative cleaning practices. The innovations introduced by our team at Millennium Point have influenced other Churchill colleagues and client sites, spreading best practice across the business.

We look forward to continuing this unique partnership and remain dedicated to providing a flexible, innovative and responsive service that evolves with the needs of this landmark building.