



Pydar House - Housekeeping Guidance for 4A

Created: August 2023

Updated: May 2025

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Office Opening Hours

The building is open from 7am-7pm on weekdays.

Confidentiality

Please be aware there will be different partners, agencies sharing this office space.

With the virtual way of working we are now accustomed to, please ensure any **confidential or sensitive** conversations/meetings are had in a **separate room** and not in the open plan office.

Meeting rooms are available to book via
SafeandWellTruro@cornwall.gov.uk

Reception

Pydar Reception is operated by the Security.

They are unable to leave the Reception to take visitors around the building. Please ensure you notify them if you have a meeting involving external staff and arrange someone to collect any visitors if they do not know where to go.

Pydar Reception

DRUG & ALCOHOL TEAM

Cornwall and Isles of Scilly

Reducing Harm | Promoting Recovery

07899793206

PydarHouseReception@cornwall.gov.uk

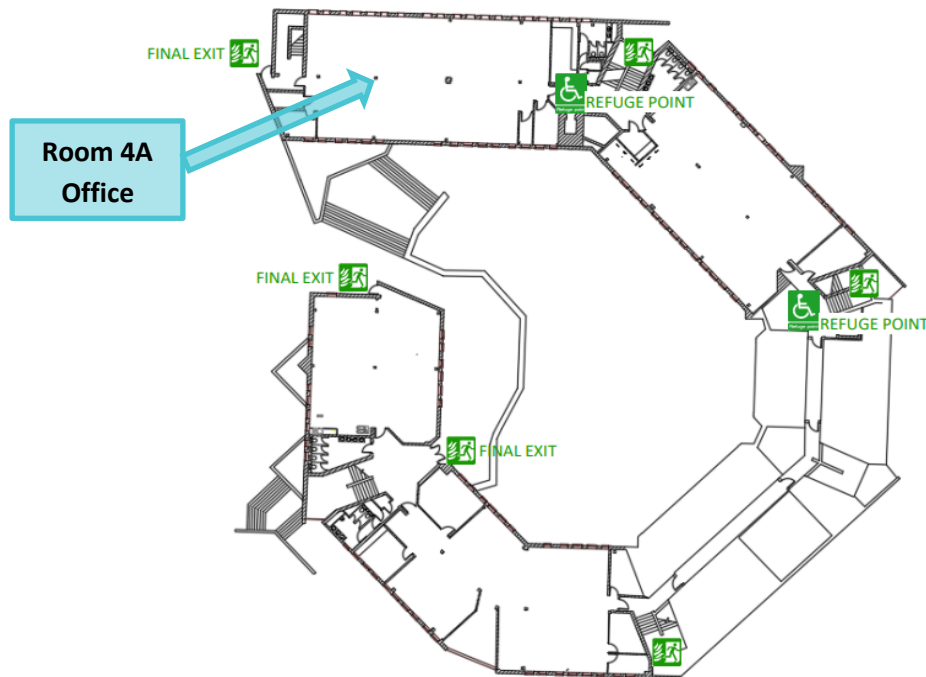
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Fire Safety & Alarm

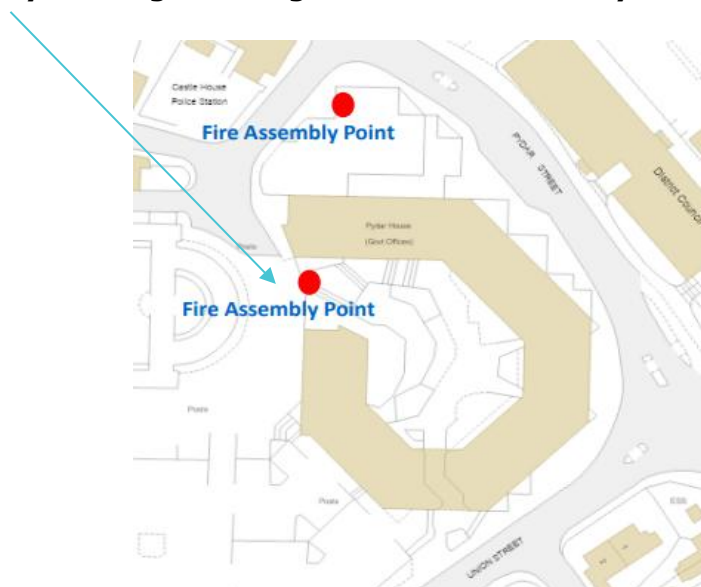
The fire alarm is tested every Tuesday at 8:45am.

The **fire evacuation points** are as follows:



The **fire assembly points** are:

***NB: Room 4A's closest assembly point from exiting the Fire Exit at the back of the office is by the large metal gates at the back of Pydar House by Truro Court.**



Do not use the lifts in an event of a fire.

For people who cannot access the stairs for disability reasons or need assistance they are to use the Fire Exit at the back of the office in Room 4A or go to the Fire Refuge point (marked in the first floorplan) and press the alert button.

Alternatively, they can go through office 4B and carry on to the Fire Exit at 4F (all swipe card access is disabled in an event of a fire).

When entering the 4A office, please sign in at the register by the entrance to 4A. This ensures that the fire warden on duty has an up-to-date list of who might be in the premises.

First Aid

The central First Aiders are listed below.

There is a First Aid Room located on Level 2 next to the Reception Desk.



The 3A First Aid Box is located in the kitchenette and the 4A First Aid Box is located in the 4A office near the photocopier at the back of the office.

The 3A and 4A First Aiders are:

- Simon Viles
- Red-Elisabeth Craze
- Steve Lennon
- Vanessa Fudge
- Liz Howard
- Dylan Smith
- Leanne Perry
- Natasha Manley
- Lee Derrick

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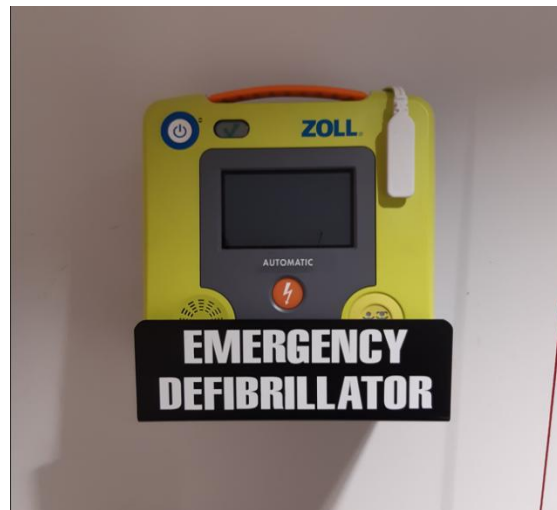
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Defibrillator

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The AED Defibrillator is held on Level 2 in the First Aid room adjacent to Reception.



A copy of the user manual can be accessed via this document (click on icon below):



Cornwall Council WiFi

To access the Cornwall Council guest WiFi please select '**CC_Guest**'.

A Cornwall Council WiFi page will open asking you to create an account.

Create an account by clicking on '**Need an account? Click here**' at the bottom of the page.

Another window will appear add your name and email address. Then click on '**Register**'.

This will provide you with an account, a guest password and **5 days WiFi access**.

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Room Booking

To book a room in Pydar 3A or 4A, please submit a room booking form by clicking on the following link:

[Pydar Safe & Well Hub – Room Booking Form](#)

Or contact the email below:

SafeandWellTruro@cornwall.gov.uk

Internal staff can use the Office Calendar function and book rooms by self-service.

NB: Also refer to Meeting Room Information Sheet.

Available Equipment

We have the following equipment available to use.

Please ask any of the points of contact listed below if you require any of the equipment.

- 3 Projectors
- 1 Owl
- 2 flipchart stands
- Extension cables
- Blue-tooth speaker
- VGA to USB-C Adaptors
- 2 Drug Boxes for presentation purposes

Printers

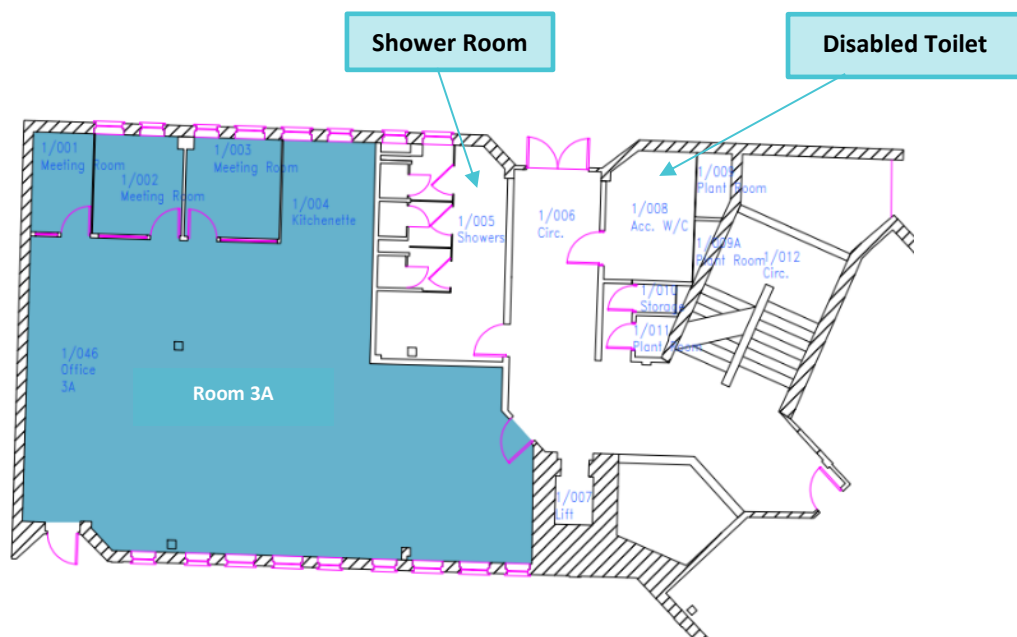
The printer is located at the back of 4A. If you have not previously used the new printer in 4A, you will need to register your swipe card on the main printer in reception first.

The printer is identifiable as: **FindMe-Colour and FindMe-Mono**

Recycling

There is a plastic and glass recycling bin and food waste caddy in the kitchens in 3A and 4A.

The paper recycling bin can be found at the back of the 4A office, by the entrance to the fire door.



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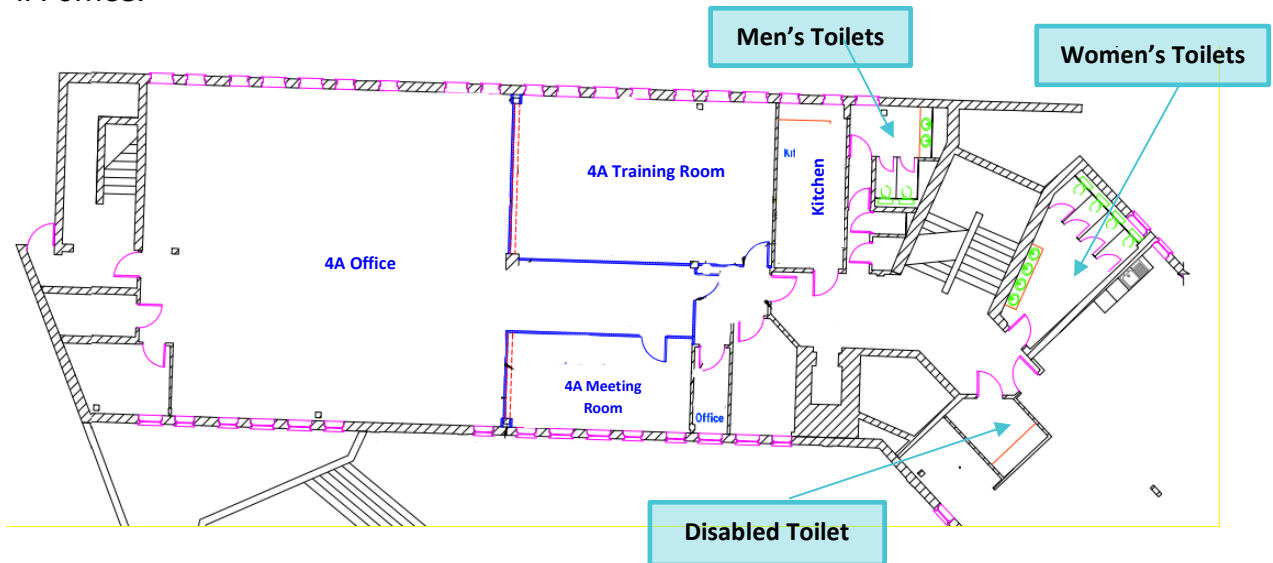
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There are also Women's, Men's and a Disabled toilets available on Level 4 by the 4A office.

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Swipe/ID Cards

The building has been split into zones. The internal staff and visitor swipe cards for the office and the Safe and Well Hub are only valid in our zone (rooms 4A and 3A).

We have 25 Visitor Swipe Cards available at Reception.

Additional ID cards can be requested internally via the Assystme form or by emailing IDcards@cornwall.gov.uk

Points of Contact

Central points of contact for any queries are:

Red-Elisabeth Craze	Red-Elisabeth.Craze@cornwall.gov.uk	07751 730472
Leanne Perry	Leanne.Perry@cornwall.gov.uk	07483 359256

Building Contacts

On-Site:

Pydar Reception

PydarHouseReception@cornwall.gov.uk

Jamie Minett

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Jamie.Minett@corservfacilities.co.uk

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Workspace issues:

Dawn Richards

Dawn.richards@cornwall.gov.uk

07527470321

IT issues:

Anita Gripe

Anita.gripe@cornwall.gov.uk

07969211761

Security:

Kestrel Guards

southwest@kestrelguards.co.uk