

Autumn 2006

# Educating for the future

As you will see, we've extended this issue of the Review to let you know about the exciting new building in education initiatives we are launching to help head teachers, bursars, and others, who have responsibility for school building maintenance and refurbishment, as part of their remit.

The government has committed to devolve about £3 billion by the end of 2006 to local authorities for maintenance and improvement programs to school buildings, as well as the step-change provision in Building Schools for the Future (BSF), worth £2.2 billion in its first year.

The upshot of this devolution is increasing pressure on those in charge of schools and colleges, not only to improve teaching quality, but also to upgrade educational facilities. The media has recently devoted many column inches to the accountability of teachers and governors to maintain safe

environments in cost effective ways. There have been even more headlines when things go wrong. Such horror stories have highlighted how selecting the right suppliers to carry out refurbishment and maintenance is crucial.

The work Ian Williams has been doing with schools and educational facilities, like Solihull Metropolitan Borough Council, Gloucestershire County Council and Devon County Council, has culminated with the launch of our Premises Maintenance Year Planner and our unique seminars 'Getting the Best out of Educational Premises: Ensuring

buildings work for you - not against you', (see page 5).

As property service specialists with long term experience across many sectors including social housing, defence and health, we understand that every building and every client's needs are different. Having already worked closely with a variety of educational facilities, makes us well placed to play a significant role in helping achieve the BSF initiative.

By applying the same philosophy of a bespoke service, and continuing to expand our knowledge in this sector, ensures Ian Williams are ideally placed to become the partner of choice.

**Alan Soper**  
Managing Director



## PDA Trophy Awards success

At the 2006 Painting and Decorating Association (PDA) Trophy Awards, Ian Williams enjoyed success for the third year running:

- Commended in the Commercial Category for its work on Cranbury Day Centre in Southampton;
- Very Highly Commended in the Industrial Category for its work on London's Docklands Light Railway Stations; and
- Commended in the Industrial Category for its work on Newbold Leisure Centre in Leamington Spa.

Adam Lambert worked on the **Cranbury Day Centre**: "The centre caters for homeless people, some of whom are alcohol or drug dependent. Remaining fully operational during the pre-painting, internal and external painting, meant that we had to be sensitive to the specific health and safety issues associated with a project like this."

The **Docklands Light Railway** project within the Olympic bid area provided quite different challenges. Patrick Mallon explains: "Our team went through strict daily checks and procedures as well as undergoing special training for working near rail tracks. Access to the site was only possible by abseiling or using mobile elevated platforms."

The third project was the **Newbold Leisure Centre** in Leamington Spa, Stuart Husbands comments: "We painted the structural steels within the swimming pool hall, which remained full of water during the 8 week programme. The team were working in humidity levels up to 85%."

Pictured left from left to right: Alan Soper, Adam Lambert, Stuart Husbands, Carl Rehm and Patrick Mallon



# People 1st (Slough) awards a major contract covering the Thames Valley area

**Ian Williams has secured a Decent Homes partnering contract with People 1st (Slough), a not-for-profit housing organisation managing 8,000 homes on behalf of Slough Borough Council. The partnering contract valued at over £50 million will run for four and a half years and has been divided regionally across three contractors.**

A total of up to 4,000 properties will undergo extensive improvement to bring Slough's housing stock up to the Decent Homes Standard. Each year approximately 380 properties will be upgraded by Ian Williams, including replacement kitchens, new bathrooms, complete electrical rewiring, and new heating systems or replacement boilers.

People 1st (Slough) Senior Projects Manager, James Craig comments: "Contractors were told the decision would be based on 40% price and 60% qualitative issues. The latter included their approach to project and project management, site management, methodology, organisation and structure (dealing with working



resources allocation, ratios of direct staff/labour only packages/sub contractors and details on how they would set up workshops etc), employment and training, staff retention and strategy for dealing with the skills shortfall."

## Presentation Housing enjoys the latest developments in PDA handhelds



**Presentation Housing Association, one of the UK's leading social investment agencies operating in 23 boroughs in London, Bedfordshire and Northamptonshire, is the first customer to benefit from the latest new features developed for Ian Williams PDA handheld computers.**

The PDAs are used by Ian Williams' responsive and maintenance teams looking after 3,000 properties for Presentation Housing across London.

Alan Horton explains the benefits to customers: "Management of a large workforce involved in response maintenance must be supported by dependable, professional systems. The new features on our PDA's

now ensure each element involved in any project can be tracked and traced and managed more efficiently for the benefit of the customer. Time is always of the essence when working in the response maintenance area. You have to take fast efficient action and be on site solving any emergency as swiftly as possible.

Our business is based on an approach of continuous improvement and so we're always looking for ways to add value, streamline systems, increase productivity, work more effectively and deliver best value to clients and residents alike. This is just another development to help us achieve just that.

## Response and maintenance contract for Anchor Housing Trust



Left to right: Mohammed Ahsan - Operations Admin Team Leader, Ian Williams and Paul Jones - Contract Manager, Anchor Housing Trust.

**Ian Williams has a new contract for responsive maintenance and minor works with retirement housing and care home specialist, Anchor Housing Trust.**

The Trust is the largest not-for-profit provider of housing, support and care in England. The three year contract, valued at £1million per year, covers around 3,000 homes in the East and West Midlands.

Ian Williams secured the contract by demonstrating its extensive knowledge of working sensitively with residents. It is also geographically well placed to provide these services with its

current activity across a number of locations in the Midlands. The new contract will complement the company's existing work with other housing association clients in similar locations, including ECHG and Raglan Housing Association.

Paul Jones, Contract Manager at Anchor Housing Trust comments: "There will be particular challenges and difficulties for Ian Williams; most will be Health & Safety issues working with elderly residents in their homes. But one of the most rewarding parts of the work is that the teams will get to know the residents who are always very welcoming."

## New Housing Forum Chief Executive Presents At Ian Williams Event

Sixty people including the newly appointed Chief Executive of the Housing Forum, Shelagh Grant, attended an evening reception hosted by Ian Williams during the 2006 CIH conference.



Shelagh Grant commended the company for its work in the community, acknowledged its role in the Housing Forum, and expressed her support of the Ian Williams' initiative with Shelter. The company has pledged an annual £10,000 donation and specialist

resources to help homeless and badly housed people. Arun Sharma of Shelter emphasised the important role that the private sector plays in supporting communities for long term partnerships across all areas in which it is involved, whether social, charity and environment.

## Rushcliffe Homes residents get the chance to 'Win a Tradesman' to help out around their home

**There's more to being a responsive repairs and maintenance provider than looking after people's homes - at least there is if you're one of the Ian Williams team working with Rushcliffe Homes Ltd in Nottingham!**

The company recently launched a competition called 'Win an Ian Williams Tradesman' to Rushcliffe's 3,600 residents. Part of the Metropolitan Housing Partnership, Rushcliffe is the largest social housing landlord in the borough managing 80% of rented housing stock.

Ruth Powell, Business Development Manager explains: "We work closely

with Rushcliffe and the residents to help us really understand the relevant issues and deliver consistently high service levels. This competition, one of our more light hearted initiatives, ran in the resident newsletter. Readers were being asked to provide the funniest caption to a photograph. The winner then had the use of an Ian Williams tradesman to help them out around their home with any of those little jobs people don't seem to get round to doing. Other initiatives we have planned include resident road shows and job shops. We want residents to feel like they really know the Ian Williams team who are working in their homes."



## Industrial Dwellings Society - National Housing Federation Diversity & Race Award 2005 Winner - Choose Ian Williams

**Industrial Dwellings Society (IDS) Ltd has awarded Ian Williams a contract for a five year cyclical redecoration and repair programme worth £300k per year, with the option to renew for a further five year term thereafter.**

This is the first time Ian Williams has worked with IDS, winners of the National Housing Federation Diversity & Race Award 2005. The contract covers the redecoration of IDS's entire housing stock (over 1,300 properties) in North East London. Now reflecting the general ethnic mix in East London, the society still maintains strong links with the Jewish community and in this respect is regarded as a specialist-housing provider.

During the programme, Ian Williams will be working in the homes of a diverse and often vulnerable population including the elderly who make up 70% of IDS residents. Ian Williams looks forward to bringing its understanding and experience of working with providers of culturally-specific housing, with a special focus on handling the sensitive needs of the elderly. A dedicated Resident Liaison Officer (RLO) from Ian Williams will be assigned to the partnership to assist residents with understanding the daily schedules of work in their homes and ensure individual needs are considered.

# Comprehensive regional coverage wins Bourne Housing Society contract

**Bourne Housing Society has recently notified Ian Williams of its success in securing a major partnering contract.**

Bourne manages 1,700 rented, shared ownership and leasehold homes in London and the South East. The multi service five year contract has been awarded to Ian Williams in part due to its comprehensive regional coverage, but primarily due to its multi trade capability to provide an all encompassing range of services. It is ideally placed to service Bourne's geographical requirement - Surrey, Sussex and South London.

The £1.2million per annum partnering contract, due to start in October, will include responsive maintenance, painting, refurbishment, and kitchen and bathroom replacements, to help Bourne achieve the Decent Homes Standard. With a



wide variety of tenure types, sensitive handling, understanding, and a real commitment to resident satisfaction will be called for.

Ian Williams already has a substantial number of partnering agreements in place with other RSLs like People 1st (Slough), Gloucestershire Housing Association, Raglan Housing Association, and

Industrial Dwellings Society Ltd. It also has a proven track record in caring for the communities in which it works. The company will be appointing Resident Liaison Officers across the regions to give face to face support to the residents and help them understand the work scheduled to take place in their homes.

John Ellaway of Bourne Housing Society comments: "Ian Williams was selected on its quality of work, service offered,

and its ability to cover the wide geographical spread of our housing stock. It will be carrying out cyclical redecoration, day to day response repairs and decent homes work. The spread of the work over a number of different categories makes the job particularly interesting and challenging. Ian Williams and Bourne will be working in close partnership."

## Residents' Roadshow a great success

**People 1st (Slough) residents were recently invited to a Residents' Roadshow held by Ian Williams and the Housing Association at the Langley Community Centre, Langley, Slough.**

The Roadshow aimed to provide residents with a preview of the range of replacement kitchens, bathrooms, boilers and front doors they will receive under the Decent Homes investment programme. Ian Williams has just started the refurbishment contract for People 1st (Slough) which covers 380 properties each year.

Residents met the team who would be working in their homes, and were encouraged to ask any questions or voice any concerns in advance of the projects starting.

Members of the Slough Tenants and Residents Federation who act on behalf

of the tenants of People 1st (Slough) also attended.

People 1st (Slough) Senior Projects Manager, James Craig comments: "This is just one initiative we have in place. We are going to be setting up workshops and involving our tenants' federation who are a voice for the people for Slough - to see how we can embrace the community and create synergy for everyone involved."

Laura Hirsch, Resident Liaison Officer for Ian Williams said: "Ian Williams place great importance on working closely with both residents and customers to ensure complete satisfaction on all the work we



Back row from left to right: **Ahmet Kasab - Contracts Manager, Dave Roberts - Site Supervisor, Dave Tuthill - Site Supervisor, Rob Lomas - Operations Support Manager.** Front row from left to right: **Laura Hirsch - Resident Liaison Officer, Kevin Slade - Project Manager.**

do. We were delighted that over 30 residents and their families came along to the event. We handed out mugs, pens, tape measures and information packs, along with colourful balloons for the younger residents. It was a really informal and friendly way of offering residents a chance to meet our team and

for us to be able to explain how the work on their homes would be undertaken and the timescales involved."

The Residents' Roadshow is just one element Ian Williams has put in place towards delivering the partnering contract valued at over £50million over the next four and a half years.

# Seminar initiative launched to help Head Teachers, Governors, Bursars and Building Services Managers **get the best out of educational premises**

Bristol, 17th October • Plymouth, 2nd November • Southampton, 7th November

**Most people agree that Government devolvement of capital, repair, maintenance, and refurbishment budgets directly to schools has brought great benefits.**

But it has also raised lots of questions and uncertainty for those with budgetary and practical responsibility for looking after school and college buildings. Hearing these concerns, Ian Williams has taken the initiative and become lead sponsor of a series of three one day seminars that will specifically address such uncertainties. Supported by Construction Knowledge Exchange, the seminars, 'Getting the Best out of Educational Premises: Ensuring buildings work for you - not against you', will be chaired by Martyn Jones, Principal Lecturer in Construction Management at the University of the West of England's Faculty of the Built Environment.

Each seminar will be divided into four sessions:

- The Role of Buildings in Education;
- Effective Budgetary Control;
- Working as an Integrated Team; and
- Investing in The Future.

Featuring real life case studies, other topics include how to ensure building maintenance budgets are realistic, manage building maintenance more effectively, avoid costly emergency repairs, and minimise disruption during school terms.

Mike Turner comments: "After decades of under-funding, building in education is finally moving forward spurred on by the Building Schools for the Future (BSF) initiative. But there is still a lot of confusion among those with responsibility for delivering it. With specialist experience working in

The poster features the University of the West of England (UWE) Bristol logo at the top left. The main title is 'Getting the Best out of Educational Premises' with the subtitle 'Ensuring buildings work for you - not against you'. Below this, it states 'A training seminar for Head Teachers, Governors, Bursars, and Building Services Managers'. The poster lists '3 Regional Venues: Bristol, Plymouth, Southampton' and '3 Dates: October to November 2006'. It also includes the Ian Williams logo and the Construction Knowledge Exchange logo. A vertical banner on the right side reads 'The essentials'.

partnership with schools and local authorities on educational premises, Ian Williams has direct experience of cutting out time, hassle and money inefficiencies in the way refurbishment and building work is handled. We want to use the seminars to share this information with others. Our decision to do this has already been endorsed by the number of early delegate registrations we've received."

- To reserve your place on one of the three regional seminars call Jo Janes at Ian Williams on 01454 328053. **Please note places are limited so early booking is recommended.**

## Schools and Colleges Maintenance Year Planner

**The Schools & Colleges Maintenance Year Planner is just one of the latest tools that Ian Williams has produced to help head teachers, bursars, governors, and building service managers with the maintenance of educational buildings and premises.**

Launched in conjunction with the 'Getting the Best out of Educational Premises: Ensuring buildings work for you - not against you' seminars, the A2 wall chart provides a daily and monthly maintenance performance checklist, tailored specifically

to the educational calendar. Helpful prompts and tips are detailed, including all tasks in the building that require regular attention, ranging from checking water quality to servicing heating systems.

Mike Turner comments: "Head teachers, bursars, governors, and building service managers have responsibility for the day to day welfare of pupils and students in their charge as well as the buildings. Having spent a considerable amount of time talking to teachers and understanding their concerns, our planner has come as a

The chart is titled 'Schools and Colleges maintenance year planner' and is provided by Ian Williams. It is a grid-based calendar from September 2006 to August 2007. The grid is color-coded by month and task category. A legend at the bottom left explains the color coding: Control Numbers (blue), Environment (green), Health & Safety (red), and Building Maintenance (orange). The legend also includes a 'Daily Checklist' section with checkboxes for 'Water Quality', 'Air Quality', and 'Safety Inspections'. At the bottom right, contact information for Ian Williams is provided: www.ianwilliams.co.uk, 01454 67 10200, and emj@iws@ianwilliams.co.uk.

direct result of listening to what these issues are. We have then translated those into a real practical aid to assist them."

- If you would like a copy of the Schools & Colleges Maintenance Year Planner please call Jo Janes on 01454 328053.

# Strengthening supply chain partnerships



**Andrew Blackmoor joined Ian Williams as Strategic Buyer earlier this year as part of the drive to achieve the company's expansion plans.**

Andrew's facilities services and procurement experience, gained while working for Emcor, among others, put him in an ideal position to both strengthen and extend businesses supply chain partnerships. Andrew will also be driving forward Ian Williams' initiatives and processes as a reflection of its commitment to the *Accelerating Change\** report.

Andrew comments: We've already started implementing a centrally led sourcing policy, with nationwide pricing policies applied to ensure customers benefit from the economies of scale. Buying now occurs at our local branches at agreed best value costs. We continue to work closely with our clients to select the right supply

partners. Our philosophy is one of continuous improvement. In fact any supply chain truly based on continuous improvement presents lots of challenges and rewards, for example the integration of the services that suppliers deliver to us and how we apply these to our customers. Other considerations include reduction in waste and controlling service levels. Focusing on increased levels of communication in the supply chain has real benefits in service delivery, which in turn is a vital ingredient in any successful partnership."

Andrew will be looking at supply chain management in more depth in the next issue.

\* *Accelerating Change* - report by the Strategic Forum for Construction chaired by Sir John Egan

## Shirley Collins becomes new PA to Managing Director

**Ian Williams welcomes Shirley Collins who joined as Secretary/PA to M.D Alan Soper in July. Shirley will be working closely with the management team as well as developing our internal administrative systems and processes.**

Shirley brings a wealth of experience with her, having previously worked for a number of years as PA to the Chief Executive of the Pearce Group.



## Ian Williams raises £1500 for the British Heart Foundation

Five cyclists from Ian Williams' Mitcham branch and Bristol head office took part in the British Heart Foundation London to Brighton bike ride in June. Peter Babb, Chris Morgan, Laura Taylor, Neil Crosbie and Mike Turner (not pictured) completed a blistering 56 miles with temperatures above 27° and inclines of 813 feet.

## New faces and new roles at Ian Williams Birmingham to service planned growth



Left to right: Simon Kettle, Ross Martin, Steve Drew, John Broadhurst

**Ian Williams has promoted Steve Drew to Property Services Manager in the company's Birmingham office.**

Steve has been with the company since 1990 playing a major role in the continued success and strong performance of property services in Ian Williams Birmingham. His ability to build strong customer relationships, a fundamental part of the company's approach, has

been a firm foundation for this expanded role.

Alongside Steve in the expanding Birmingham business, Ross Martin takes on the role of Painting & Repairs Manager, and recent joiner Simon Kettle steps into the position of Maintenance & Improvements Manager, responsible for heading up the new dedicated maintenance business unit covering the Midlands. John Broadhurst completes the line up in the role of Response Maintenance Manager.

With combined experience of over 90 years property services management between them, the new positions and people will help Ian Williams stay ahead of their planned growth.

If you have any comments, or would like further information, on any of the articles in this issue of **Review**, please fill in the form below:

Name

Company

Address

Telephone  Fax

I would like more information on

Fax back to: 01454 310 997 or post to: Jo Janes, Ian Williams, Quarry Road, Chipping Sodbury, Bristol BS37 6JL

  
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