

Summer 2011

Business boost



Ian Williams has secured its largest contract to date with its first full asset management contract with bpha.

The ten-year agreement worth £50million will see Ian Williams deliver asset management, including responsive repairs, refurbishment of void properties, decent homes and planned works, as well as decoration and external works.

Ian Williams will work in partnership with other providers, including Hurley Electrical Contractors and TSG, on the integrated asset management contract.

Business solutions manager for Ian Williams, Zane Poyner, said: "We are delighted to have been awarded the contract by bpha. The housing association is a proactive organisation that is committed to developing and increasing its stock which makes for a strong partnership with Ian Williams."

"This new contract helps secure Ian Williams' position as one of the country's leading facilities management companies."

Head of property services at bpha, Julie Wittich, said that the new contracts were awarded based on the organisations' proven background in providing quality and value-for-money in both work and customer services.

She added: "We engaged in a rigorous search to find the best contractors – organisations that would want to partner with us to deliver these vital services."

"We spend a substantial amount of money every year maintaining the inside and outside of our properties for our residents, so we wanted to appoint contractors with a good track record that would help us to meet the aspirations of our customers and create places where people are proud to live."



Power of diversity

Meeting the diverse needs of customers is the theme of our Harrogate event this year.

The event will bring together speakers from the Housing Forum, RNID - Action on Hearing Loss and Ian Williams, to explore best practice when working to meet diverse needs.

Some of the ways we have adapted the delivery of our services to ensure they meet people's needs include providing portable hearing loops for our operatives to use and giving people ample time to answer the door.

The event, which sees us join with the Housing Forum for a sixth consecutive year, will include a look at the latest work organisations are doing around diversity and accessibility for customers in the social housing sector.

Jane Cordell, head of access, training and consultancy at RNID – Action on Hearing Loss, will talk about disability and Hearing loss and how it affects people. She will also discuss the training and services RNID – Action on Hearing Loss, offers for organisations.

Mike Turner, development director for Ian Williams, who will be speaking at the event, said: "We are improving the way that we deliver our services to ensure that a diverse range of needs are met and that our services are fully inclusive."

"This event follows on from the launch of our Diversity Handbook, which aims to ensure that our employees and customers are up-to-date with best practice when considering individual's requirements."

All clients and those working in the sector are welcome to attend. The event is on Tuesday June 21, at 12.30pm in the Calderdale Suite at the Swallow St George Hotel, Harrogate.

No confirmation is needed in advance, but you are welcome to register your interest to reserve a spot by emailing bev.lane@ianwilliams.co.uk

Call for common accessibility standard

Apprenticeship victory at PDA Awards 2011

We are delighted to see Ian Williams' employee Matt Green scoop a national apprenticeship award, as well as the company being shortlisted twice, at the Painting & Decorating Association's Premier Annual Trophy Competition 2011.

This is the sixth year running that Ian Williams has been up for these prestigious titles, having previously held the Judges Award For Excellence and won the Commercial Category for our work on Oxford prison and Holloway Sanatorium. This year, we're proud to be in the finals of the Commercial Category for our work with Eton College, Kimberley School and Monmouth Housing Association.

Mike Turner, development director at Ian Williams, said: "We are delighted to have been shortlisted again, and thrilled that Matt Green, our painting and decorating apprentice, has been named as apprentice trainee of the year. This is a great endorsement of both him and our teams' expertise."



Traditional sheltered housing schemes are not always meeting the needs of residents with disabilities. That was the finding from delegates at a recent event to tackle the challenges and diversity in supported housing.

Leading housing professionals from across the south east attended a seminar organised by EROSH, the national consortium of sheltered and retirement housing, and Ian Williams, to consider best practice in housing for older and vulnerable people in light of the Comprehensive Spending Review and new equality legislation.

Amongst the highlights, calls were made for:

- Facilities management companies to better understand the role of occupational therapists
- Increased awareness of the range of solutions available to make properties accessible
- Better thinking around the future use of properties and residents' changing care needs when installing and choosing an adaptation or aid
- Availability of Braille printers for appointment letters
- Portable hearing loops when operatives visit homes
- Increased awareness of how painting colours can improve the quality of life for residents.

Guest speakers included

Michael Parsons from the RNIB, who appealed to housing providers and facilities management companies to install appropriate accessibility equipment and aids, and avoid the incorrect use of items such as tactile pavement slabs and handrails.

Jo McTavish, chair of EROSH, and Mike Turner, development director at Ian Williams, also spoke at the event.



Step towards retrofit target

Ian Williams is helping to spark the debate about hitting the Government's Green Deal.

As part of the Housing Forum's Working Group 'Routes to Community Level Retrofit', we have been involved in writing a paper looking at the step changes needed to prepare for large-scale retrofit throughout communities. Whereas previous Housing Forum reports have examined the costs and benefits of sustainable retrofits to individual house types, Routes to Community Scale Retrofit offers guidance on how to achieve complex retrofits within the sustainability agenda.

Key findings of the report include:

- Retrofit is influenced as much by the motivations of residents and professional organisations as by the technologies involved and money saved
- Information available via smart meters, tariff flexibility and easy measurement of savings, is a critical driver of future behaviour
- Housing providers have already developed initiatives to improve stock and these are good models for implementation and funding
- All retrofit actions should take into account uncertainty of future energy and carbon prices.

Ian Williams' managing director Andy Havard said: "Achieving community level retrofit is going to need a different approach than earlier mass programmes like decent homes because it is as much about behavioural change as the technology. The programme is going to require different approaches to asset management and this research will put us on a strong footing to start making steps towards retrofit targets."

That's the spirit!

A nine-year old girl who helped save her neighbour's home when it was engulfed by fire was among those rewarded at a special event to mark good community deeds.

Raglan Housing Association teamed up with its repairs and voids partner Ian Williams to celebrate those who make a difference at its inaugural Community Spirit Awards. As one of the key sponsors Ian Williams helped provide the worthy

winners, chosen by other residents, with high-street vouchers and a trophy.

Samantha Sleeman, aged nine, received the Chairman's Personal Award for her quick thinking in guiding the fire brigade to her neighbour's home when it was engulfed by a serious fire last October. Her prompt action helped to reduce the risk to lives and damage to other homes.

Other winners at the Oxford-based event included Josie

McCree-Falconer, a Raglan resident from Loughborough, who was presented with the Good Neighbour Award, sponsored by Ian Williams, for her role in organising trips and supporting those in need and Holly Milner, who claimed the top spot in the Young Person of the Year category.



Residents make a splash

The royal wedding provided inspiration for older people at a Wimbledon sheltered housing scheme.

Winners of a best-dressed duck competition replicated Prince William and Kate Middleton at an event held to celebrate the completion of home improvements by Ian Williams.

We converted 33 residents' baths to showers and made improvements to the communal showers and toilets and the scheme manager's apartment. We are working with Anchor to improve a number of schemes from 2010 to 2014 as part of a £6million refurbishment programme.



Cooking up improvements

Residents in Mickley, north east Derbyshire, have a taste of improved community facilities, with the completion of the first stage of a major refurbishment of their village hall.

The team at Ian Williams was approached by Rykneld Homes' community involvement team as part of the ALMO's wider plans to transform the old village hall into a thriving hub for local resident groups.

To reflect the work it is completing as part of the long-term kitchen and bathroom partnership, Ian Williams provided and installed a kitchen to support the transformation. The design was closely matched to residents' wishes and is intended to support healthy-living projects as well as refreshments for those meeting at the hall.

RoSPA GOLD for third year running

We are delighted to announce that for the third year running, Ian Williams has achieved the RoSPA GOLD for Occupational Health and Safety.

This demonstrates our commitment to developing a health and safety culture at all levels of the business. We enjoy a low accident frequency rate with just 0.58 of an accident per 100,000 hours worked, we have also conducted respirator face fit testing, a successful repeat QSA

audit, and full implementation of operator task risk assessment.

Richard Parry, HS Manager, comments: "We are particularly proud of the level of engagement now being shown by all levels of employees within the company. Due to the hard work and attention to procedure of all at Ian Williams we have successfully achieved a GOLD award for the third year running."



New contracts for Ian Williams

Quick response

Ian Williams responded to Caerphilly Borough Council's need to have 100 kitchens fitted in a very short timescale.

The local authority gave us a tight timeframe to turn the job around in to ensure that its funds to deliver the work could be secured. The value of the contract was around £300,000.



In the frame

Penwith Housing Association has included Ian Williams on its five-year framework to deliver external repair and maintenance for the 6,500-home association in Cornwall.

The full works

London Borough of Sutton has appointed Ian Williams for a £100,000 contract for two months. Work to be conducted includes complete refurbishment by cleaning, rewiring, plumbing, roofing and redecoration works.

Improving lives

A four-week contract will see Ian Williams complete aids and adaptations work to four houses for disabled tenants with Lambeth Council. The £25,000 contract will involve creating wet rooms.

Inside out

Wandsworth Council has awarded Ian Williams an £80,000 painting and decorating contract for internal and external works over six weeks.

£1m extension

Powys County Council has extended its contract with Ian Williams after three years of working with us. The £1million extension is for works to bathrooms and external painting to properties.



Disability boost

Disabled adaptations are being made by Ian Williams to homes in Bristol.

The one-year contract, plus a one-year extension, will see us improve four to five homes per week. Work includes fitting level access showers and other adaptations to help people stay living in their own home for longer.



A civic success

Some of Dudley's most historic and prestigious buildings are set to be preserved for future generations, thanks to a new £1.3m per year contract with Ian Williams.

Dudley Council is investing the funds in a two-year contract to ensure its civic sites, including the Concert Hall, the Museum & Art Gallery, and Himley Hall are kept in top condition and open to the public.



The council has an option to extend the contract for a further two years.

The collaborative repairs contract started in April and will serve all the Council's public-facing facilities as well as its administrative back-office buildings - from schools, libraries and care-homes, to offices, depots and the Council House too.

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:

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