

Winter 2008

Strengthening the long-term...



Despite the short-term pressures which are coming from some parts of the economy, Ian Williams has ended 2008 with significantly more longer-term contracts - in line with our service management strategy. This is a further strengthening of our order book.

A key objective for our organisation is to help our clients achieve ever greater efficiencies and it is through long-term partnerships that we can best influence this and help achieve continuous improvement. As this edition of Review highlights, from Wales to Solihull to Caradon, and on land and sea, we are extending our client base and securing the ongoing projects which put us on a firm footing for 2009.

On behalf of all of us at the company, may I thank all our customers for their confidence in us, and wish all our clients, business partners and friends a Happy Christmas and best wishes for 2009.

Alan Soper,
Managing Director



Leading light in Plymouth

Painters from Ian Williams have just completed a project on Trevoze Head Lighthouse, Padstow.

The navigation aid was first erected in December 1847 and stands at 27 metres tall. It highlights the hazard to sailors navigating the Devon and Cornish coastline.

Employees operating from our regional office in Plymouth, underwent specialist training to complete the work. The contract follows the completion of similar large-scale jobs elsewhere in the country, including the Clifton Suspension Bridge.

The work at Trevoze Head is part of an ongoing contract with Trinity House, which owns 69 lighthouses across the UK. Jobs already completed in the area to improve the safety of



mariners include the decoration of Pendeen Lighthouse, near St Just.

Specialist paint and equipment has been used to protect the building and workers from the elements. In total, five painters worked on the project and used 695 litres of paint to finish the job.

Ian Flatt, general manager at Ian Williams, said: "We are delighted to have finished this latest challenge. We have a strong approach to training which means that our staff have

the required skills to handle a job of this size, although the helicopter required to reach some of the sites will be a new experience to many.

"As an organisation we enjoy new challenges and we are confident of exceeding our clients' expectations. Our core experience of painting has certainly been tested but being one of the UK's largest painters means nothing fazes the team now, not even wind, water and waves!"

New painting manager helps young offenders brush up on new skills

Ian Williams is helping a group of young offenders to improve their life chances by supporting a refurbishment project in Slough.

Following the recent appointment of Tony Price to head up a new painting division at its Reading office, work has started on a scheme to help young people on community service.

The young people are set to redecorate Merrymakers Hall in Meadow Road, Langley, and Ian Williams has provided paint for the three month project.

Tony, who has over 25 years' experience in the industry, said: "The Slough Federation of Tenants and

Residents approached us for help in painting Merrymakers Hall and we thought it was a very deserving project and one that we are proud to support.

"We were delighted when our suppliers Brewers also arranged to give us the paint for free. With levels of unemployment rising, it is important to support community projects like this one so we can help young people gain the skills they need to go into gainful employment and stay out of trouble.

"I've just been brought in to Ian Williams as painting manager to create a painting and decorating division at our Reading office. I'm starting it from scratch and I've

just begun to get a team of decorators on board so this was a perfect opportunity for us to go out into the community and start having a positive impact."

Daphne Wright, of the Slough Federation of Tenants and Residents, said: "We were thrilled when Ian Williams agreed to donate labour time and paint to help us go ahead with redecorating Merrymakers Hall.

"Without Ian Williams donating the paint this work could not have gone ahead so we are very grateful for the brilliant contribution made by the company and its staff."

Tony Price donates 115 litres of paint to the Slough Federation of Tenants and Residents. A group of young offenders will be painting the hall. Pictured with Tony are (left-right) Daphne Wright, Glynys Higgins, Barbara Goldstein.



Broadening horizons



Paul Broadbent has joined the company as property services manager to help grow our London operation.

Paul, who has 25 years' experience in the construction and FM sector, joins us from the Accent Group where he had responsibility for delivering major capital works projects.

Paul said: "I was delighted to be offered a position at Ian Williams because I believe it to be a progressive company that offers a high quality, community investment approach within the social housing and commercial sectors.

"Our intention is to develop our existing business while gaining more contracts from industrial, commercial and social landlords in London."

Laira praise for Ian Williams

Pupils at a Plymouth primary school have given top marks to the team who gave their building a summer makeover.

Ian Williams set to work in May to transform part of Laira Green Primary School, Plymouth. The £340,000 project saw the team create a new kitchen, dining hall, nursery unit and Children's Centre.

The project, one of five similar works completed by Ian Williams Plymouth in local schools this year, was completed right on schedule.

To ensure the work went smoothly, operatives took part in a special school assembly before the work began to ensure pupils were aware of the importance of site safety. Special consideration was given to completing certain aspects of the work outside of assembly times and other key events.

Michael Whitnall, acting headteacher, said: "In spite of the summer downpour, Ian Williams worked a minor miracle in completing the project on time, and with the minimum of disruption.

"The children were very interested in the work - we only hope their inquisitiveness has not put the workers off returning to primary schools in the future! The difference to the children's eating routine and environment is tremendous."

Laira Green Primary School has now invited Ian Williams back to complete an additional project.

"In spite of the summer downpour, Ian Williams worked a minor miracle in completing the project on time, and with the minimum of disruption."

Waste not, want not...

Ian Williams has teamed up with Wastefile to develop a toolkit to help clients boost their sustainability and eco-practices.

Having reduced its own carbon footprint and slashed the amount of material taken to landfill by 60% this year, Ian Williams is now working to help others improve their sustainability practices.

Free seminars are set to be held across the country in the



new year for clients, including local authorities and housing associations, to gain practical guidance and review current legislation affecting their roles and responsibilities in terms of procurement, health and safety and environmental issues.

Mike Turner, development director at Ian Williams, said: "We recognise that there is now more and more pressure on our clients to evidence sustainability, so we wanted to demonstrate how they should be asking partners such as ourselves to help them with this, and also outline exactly what legal responsibilities they have in respect of environmental and health and safety practices.

"In this current economic climate, sustainability becomes more important, not less, and by investing in training and helping our clients with these seminars we hope to keep it at the top of the agenda throughout 2009."

- Any clients interested in attending the UK-wide seminars can contact Tara Skidmore on 01454 328 000.

Customers first

Ian Williams secured a two-year extension to its contract with Twynham Housing Association this year, in part due to our customer satisfaction performance. With 97 per cent of customers satisfied with the work done, and 99 per cent of response repairs dealt with within the agreed timescales, Claire Timson introduces the team behind our strong customer-focused approach.

Who's who?

I am the Contracts Manager and in overall control of the team. Ian Grundy is the Works Supervisor. Then there are five Response Maintenance coordinators. These are: Susie Homer; Claire Herbert; Jo Hebb-Smy; Vicky Evans; and Jenny Mills.

Who has the quirkiest character?

Well, everyone has their own quirks, but if we're talking loudest, it has to be Jo!

What makes your team work so well?

It sounds obvious, but working as a team. Everyone has their own special attributes and skills but when we all come together, we all gel together.

What makes Ian Williams stand out from the crowd?

Ian Williams has a fantastic reputation and extensive experience so we are a company that many people have heard of already. We are very good at cost control so, from our clients' point of view, that is a big benefit. Our customer liaison and resident involvement programmes ensure we are at the heart of the matters which are really of concern to people.

The ethos of the whole company is working as a team to ensure the service we offer is integrated, from first contact to the final action which is something many people promise but few deliver.

What's the atmosphere like in the customer liaison office?

There is always something going on. We do have a very hard-working and professional team but that doesn't mean it is dull. We have a lot of different characters which keeps the atmosphere upbeat.



Claire and her team

How do you motivate staff to get the best out of them?

Everyone here wants to do a good job so motivation is never really an issue. Everyone is a self-starter and just gets on to ensure we give as a good a service as possible to clients. We have a strong record of hitting targets and that gives everyone a sense of pride, which is motivation enough for us. We want to continue to be the best.

New contracts for Ian Williams



Solihull partnership

Ian Williams has signed a partnering charter which will see it take responsibility for Solihull Council's building, mechanical and electrical works.

The charter was signed with Ian Williams and the Dodd Group, and each partnership will last for up to ten years.

Cllr Ken Hawkins, Cabinet Member for Resources, and Philip Mayhew, Director of Commissioning, signed on behalf of the Council, while representatives of both the Dodd Group and Ian Williams signed on behalf of the partner organisations.

Ian Williams and the Dodd Group will be tasked with maintaining and completing repairs to include schools, libraries, administration and commercial premises owned by Solihull Council.

South East Wales set to meet the standard

Hundreds of homes across South East Wales are set to benefit from a £3m makeover, following a bulk buy deal secured by the GENuS consortium.

The consortium, whose members include Monmouthshire Housing Association, Melin Homes, Newport Housing Trust and the Seren Group, has signed a framework with a number of contractors which will see more than 10,000 homes meet the Welsh Housing Quality Standard by 2012.

Ian Williams, which has an office in Cardiff and was

founded in Wales more than 60 years ago, has been contracted as part of the framework to deliver new kitchens, bathrooms, electrics and heating systems to homes owned by one of the member organisations, Monmouthshire Housing.

As part of the partnership, the local community will receive a boost with a commitment by Ian Williams and Monmouthshire Housing to use a regionally based labour force. Also set to be recruited to work on Monmouthshire's 3,600 properties are a number of local apprentices.

Caradon contract commences

Ian Williams started work for Caradon District Council this month as part of a new five-year partnering contract.

The agreement, worth £1.5m a year, will see 18 operatives transfer from the existing contractor. Work to be completed includes response maintenance and voids.

Fenced in? Not at Ian Williams



Kind-hearted staff gave up their weekend to help a Birmingham-based playgroup.

All Stars Pre-School Group was forced to move base quickly in October, but found its new premises were unsafe for the youngsters to play outside.

Upon hearing their plea, staff from Ian Williams' Birmingham office, donated their time to build and paint a 25 metre fence around the area to enable the children, aged between two and four, to play outside. The materials were donated by Ian Williams.

Carol Roney, who runs the playgroup on a voluntary basis, said: "All Stars is funded entirely by donations and grants and this means that we find it difficult to raise money for projects like this.

"We are very grateful to all of the staff at Ian Williams and their family members who cheerfully gave up their free time to help us out."

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: Bev Lane, Ian Williams, Quarry Road, Chipping Sodbury, Bristol BS37 6JL


ian williams

Looking after Buildings

Head Office: Quarry Road,
Chipping Sodbury, Bristol BS37 6JL

T 01454 328000

E enquiries@ianwilliams.co.uk

www.ianwilliams.co.uk