

Winter 2016

Customer focus puts Ian Williams top in business awards

It has been a summer of award celebrations for the Ian Williams team. Customer focus saw us claim the top spot in PwC's West of England Business of the Year Awards in the over £30million category, and we walked away with a clutch of wins and commendations from the Painting and Decorating Association's Premier Trophy 2016.

Now in their 28th year, the coveted PwC Business Awards' reputation is built firmly on the thoroughness of the judging panel. Commenting on our win, Nick Morgan, Head of Tax at PwC West & Wales, said: "It was apparent to the independent judges that Ian Williams is a well-run family business, outperforming known competitors. The company is very customer focussed, with the resulting customer retention and tender conversions showing that Ian Williams is a service provider of choice. The company delivers what the customer wants through a strong local management team. It has a well-established culture of employee development, and as a consequence is

highly committed to training, professional development and retention measures necessary for sustainable growth."

Mike Turner, Development Director at Ian Williams, added: "Winning the PwC Business of the Year Awards is a fantastic endorsement of our rapid growth and business success in a highly competitive marketplace. We have achieved 41% growth in the last three years - a unique achievement amongst our major competitors that has only been possible thanks to the customer-centric focus that runs throughout the organisation. With increased pressure on public funding and a drive for cost reduction and efficiency savings, we are investing in our systems and processes to meet our objectives and support our customers' needs too."

Left to right: Nick Morgan, PwC Partner and chair of the over £30million award category, Mike Turner, Development Director at Ian Williams and Clive Woodward the CEO of Bott Limited who won the 2015 business award.



"A company that delivers what the customer wants"

2016 West of England Business of the Year Awards Winner
(more than £30million turnover category)

pwc

Painting and Decorating Association's Premier Trophy 2016

As one of the UK's largest painting companies, we've been a frequent winner of the PDAs over many years, and 2016 saw us continue this success.

Our team beat off 71 entries to claim victory in the Commercial class for our work on the prestigious Headmaster's House at Eton College. We also picked up two highly commended places. The first, in the Industrial category, was for our work on the Pendeen & Lizard lighthouses and the second for our Llanrumney Hub and Library project in the Commercial category.



The prestigious Headmaster's House at Eton College.

Whitleigh FGCT Hub Officially Opens

The community in Whitleigh near Plymouth celebrated the official opening of their vibrant new community and enterprise hub when we finished work on the redevelopment of the former derelict care home at the end of Summer.

The site has been completely transformed and now commands a striking presence on Whitleigh Green with its mix of white rendered walls and green wall cladding to blend with the environment.

As important as the works themselves was the need to engage with local residents, so working closely with Four Green Community Trust (FGCT) we



embarked on a communications programme and produced regular newsletters, held fortnightly 'meet the team' sessions and had a dedicated

Facebook page to help the community understand the shape, plans and approach to the project.



Ian Williams rolls out new integrated IT solution

Designed to offer a host of benefits to clients, this new integrated approach includes call diagnosis, digital inclusion, delivery KPIs, vehicle tracking and centralised helpdesk solutions.

- More on this in the next issue of Review.

Green Spaces



Ian Williams has been working in partnerships to improve courtyards and outside spaces for Cardiff residents.

The improvements to the communal courtyard areas include constructing new walls and railings to the boundaries, new rear gates and locking systems, new drying areas and drying lines, communal bin stores as well as adding a splash of green with the introduction of new lawns and planting areas.



Community Powerhouse Asset

And as the Whitleigh Green hub officially opens its doors to the community, our teams in Wales are about to start work on another in Cardiff.

Following community consultation with residents of Llanedeyrn and Pentwyn, works are ready to start on the new community Hub which will form part of the extension to the current Powerhouse. Originally built in the 1970s, the whole area is undergoing a complete facelift and redesign over coming months.

WHAT NEXT FOR TENANTS?

Delivering a great customer experience in a changing world.

In a year of unprecedented change within the social housing sector, we've seen the government introduce measures that will have a significant impact on UK housing for the foreseeable future.



The challenges presented by The Welfare Reform and Housing Act on repairs and maintenance services were addressed in a paper given by Development Director Mike Turner.

Mike joined speakers from the Department of Communities and Local Government for Work and Pensions at a recent ARCH

Tenants Conference hosted with Warwick District Council and sponsored by Ian Williams.

The fall in social rents will help every tenant. However, an outcome for registered providers is a reduction in income. Many are seeking ways in which high quality services can be maintained with less money available.

Mike described the ways in which service providers like Ian Williams can support clients in the future:

- Use of technology to enhance asset data
- Completion of property MOTs
- Closer involvement of tenants in service design
- Long term contractual relationships
- Creating integrated client/provider/specialist teams

Entrusted with one of Wales' architectural treasures



Our Cardiff Compliance business recently carried out a full wiring installation of a pump house at the magnificent Victorian mansion, Dyffryn House Cardiff on behalf of The National Trust.



The Grade II-listed house and impressive botanical gardens were the creation of the Cory coal family and are a popular tourist attraction.

It was a very specialist brief to re-wire the pumps which take water from an underground aquifer that holds hundreds of gallons of water, and feeds all the house's external taps and water features.

Education in focus

We are continuing to grow our work in the education markets in both the public and private sectors. With summer holidays traditionally the optimum time for school refurbishments, our capital teams have been busy improving educational facilities across the country.

A summer of building improvements to a 'Rare Gem' of a school

Nestled in the stunning Dorset countryside, Clayesmore School was home over the summer to our team as they carried out a programme of refurbishment projects.

The investment into improving the fabric of this architecturally interesting independent school was undertaken to ensure that the built environment appropriately reflects the high levels of quality afforded by its learning environment. Founded in 1896, buildings on the 60-acre

school site range from the late Victorian Alfred Waterhouse manor house including oak panelling, carved staircase and plasterwork gilded ceilings, to more recent modern buildings.

Ian Williams General Manager, Phil Jones, comments: "We undertook a number of internal and external redecoration and flooring projects at Clayesmore to a variety of buildings across the campus, including the theatre, pupil dormitories, sports changing rooms, administrative offices,



corridors, staircases and staff accommodation. Two key challenges of this project were working to tight timescales and meeting the needs of a changing programme during the summer holidays. Our flexible approach to planning and programming facilitated by our directly employed, local workforce ensured that all works were completed on time and to specification. It's great to see a school like Clayesmore embrace the importance of the built environment as an important

feature in its drive to continually improve and create and enhance the students' learning environment."

Building and Estates Manager, Jonathan Handley, comments: "We were delighted with the quality of work undertaken by Ian Williams for Clayesmore over the summer, particularly with their flexibility in accommodating changes in priorities as projects developed. We will certainly use them again in the future as and when the need arises."

Another brick in the wall

Under our public framework with City of Cardiff Council, we undertake many school refurbishment and alteration projects, ranging from heating and boiler maintenance and replacement, to window, door and gate installation and building and improving car parks.

One of the more unusual projects our team has recently undertaken was centred on a historic boundary wall at Gwaelod y Garth primary school which we had to dismantle, strengthen and then re-construct using the original stone bricks.

Located at the foot of Garth Hill, the

area falls under Conservation protection so all building works – including boundary walls – need to be maintained with respect to the high quality materials and architectural detailing within the townscape. The school itself comprises a range of stone buildings of which the easternmost building is Grade II Listed. Together with the adjacent village hall, they are identified as landmark buildings due to their central location in the Conservation Area and original building materials (e.g. stone, brick) should be preserved and protected. The wall was seven metres high and situated on the side of a road so extra

care needed to be taken to maintain awareness and not disrupt traffic. Most of the original stone from the existing wall was used in the re-build.

Jan Jones, Head Teacher, commented: "I'd like to thank the Ian Williams team for overseeing the effective repair of the wall in Gwaelod y Garth. The repair work was carried out quickly with no disruption at all for the school. The contractors were professional at all times and I was informed at regular intervals of any developments. The site was left clean and tidy and the wall complements the original stone building of the school."

Warwickshire County Council Framework



We've recently secured a contract worth more than £2.5million with Warwickshire County Council for the reactive and planned upkeep and maintenance of public buildings and schools across the county. The contract also covers any other council owned property including four farms.

The one year contract was won after we demonstrated best value for money following the sudden office closure of the incumbent contractor.

This is the largest project that Ian Williams and Warwickshire County Council have worked on together for several years.

Nick Jakes, maintenance and minor works manager at Warwickshire County Council, said: "The process of transferring the delivery of this contract from our previous incumbent to Ian Williams has been smooth and seamless.

"We have had no loss of customer service and we look forward to working with Ian Williams through to the end of the contract."



BEFORE



AFTER



Cementing relationships with Anchor

In 2014, we secured one of the biggest deals in our history with our ten year contract with Anchor, the UK's largest provider of charitable housing for older people.

The contract sees us deliver day-to-day responsive repairs, planned works and void refurbishment across their sheltered housing schemes in the Midlands, South East, London and the West Country.

Most recently, we opened our 16th office in the North West and recruited a further ten local operatives, one apprentice and a trainee surveyor.

Throughout the partnership, we've engaged with residents and the client alike to ensure that we meet pre-agreed KPIs, but just as importantly, that we allow for innovation and continuous improvement within the relationship.

Some examples include:

- Establishing a Responsive Repairs Forum: a collective - tasked to find ways to improve efficiency and effectiveness using a bottom up approach involving operatives, Anchor's helpdesk and residents
- Introducing diagnostics software tools to support helpdesk staff to correctly identify and prioritise repairs at first contact
- Ian Williams' led procurement exercise has demonstrated 40% cost savings on bathroom products and 14% on kitchens
- Savings across all 5 planned work areas estimated in excess of £1million per annum
- Regular core group meetings to discuss among other things continuous improvements
- Formalised local level engagement to develop ever more effective ways to liaise, form strategy and deliver planned and responsive work programmes
- Use of portable induction loops by operatives
- Becoming the first service provider to be a member of erosh, the national consortium for older people's housing and support
- Developed the Sensitive Contractors Guide publication in association with erosh



"The teams on site were polite and courteous to both staff and tenants. Work was completed ahead of schedule and with minimal disruption. Ian Williams Contracts' Manager Jason regularly attended to ensure works were being carried out to the highest standards."

Anchor Scheme Manager, Shrewsbury

"May I say that all the operatives have been a real pleasure to have on site. They have all been courteous, polite and helpful and kept the lines of communications open with tenants and myself which has been fantastic. I also have to praise how the operatives have shown care, compassion and respect especially with the tenants who have dementia."

Anchor Team Manager, Wolverhampton

"I feel I must write to express my thanks at the professional and courteous behaviour of each and every member of the team who have been refurbishing my bathroom. I am 82 years of age and have been treated with consideration and kindness by them all which is all too rare these days."

Mrs C, Anchor resident Derby



Over the last 2 years, Anchor and Ian Williams have together raised almost £1000 by holding Macmillan Coffee Mornings.

Committed to increasing our apprenticeships and trainees

We're delighted to announce the launch of the **Ian Williams Academy** which aims to increase the number of apprentices and trainees to 10 per cent of our workforce over the next 12 months.

We have a strong history of investing time and money in the employment and support of apprentices and trainees, paying significantly above the minimum apprentice wage to attract and retain these individuals. Over the past five years, 100 apprentices and trainees have joined our ranks as painters and



decorators, carpenters, plumbers, electricians and trainee surveyors. Unlike many businesses in our sector, we have a significant workforce who are directly employed by us. The Academy Initiative means that we can continue to invest in our people while ensuring that our clients receive a better service.



1,200 homes in just 2.5 months

In the last 3 months we've been busy mobilising the Midland Heart contract as the first stage of our seven-year decoration deal.

We're one of only two suppliers selected to complete a range of works including painting, enveloping works, generic minor repairs, plasterwork and external plumbing repairs.

Mobilisation of any sizeable project brings its own challenges as our teams familiarise themselves with the housing stock, residents and locations. With Midland Heart, most of the properties are in Birmingham city centre and many are within supported living and sheltered housing schemes for older people and vulnerable individuals. But perhaps the most demanding part of the mobilisation was the fact that we had just two and a half months



to complete the internal and external decoration of 1,200 homes. This contrasts with our normal delivery which sees us complete around 2,000 properties over a six-month period.

Walking a mile in her shoes

The White Ribbon campaign is the world's largest male led movement to end men's violence against women which sees supporters wear white ribbons.



Male members of the Ian Williams Cardiff team joined the event this year along with City of Cardiff Council Councillors and Ministers to support the campaign against domestic violence. It was a walk with a difference – starting at Cardiff Castle, participants complete the mile walk wearing high heels.



Support for The Sanctuary

The Sanctuary, a community hub that provides vital services to the Castle Vale estate in Birmingham, was given a bright new look when our team supported residents through their renovation project.

We provided dustsheets and paint, and taught the residents the professional painting skills needed to cover outdated murals in an IT room.

We also took the opportunity to celebrate the early completion of our project with The Pioneer Group, managers of the housing estate. We provided the overalls and training, but the residents provided the enthusiasm – we had such a great turnout.

Becki Winkless, Inclusion and Insight, Officer at The Pioneer Group said: "The event went well and the residents really enjoyed it, with some even offering to paint again whenever we need their help."



ian williams foundation



Looking after Communities

The Ian Williams Foundation is an employee led team that manages the funding we provide for community investment, charitable donations and supports voluntary work nationally. The value equivalent of the foundation's work exceeds £100,000. We've had a busy few months supporting our charities across the UK.

Continuing to grow

Last year we had our best financial performance yet, and we're delighted to be building on that with a series of significant contract wins. Our pipeline is looking very healthy and we're continuing to secure projects across the UK.

A significant win is the £1.7million contract project with **City of Cardiff Council** to refurbish the Llanedeyrn Hub and the adjoining extension which houses a café, offices and a police station. The win builds on the existing relationship between Ian Williams and City of Cardiff Council and will be the second such hub delivered by Ian Williams' Cardiff-based team.

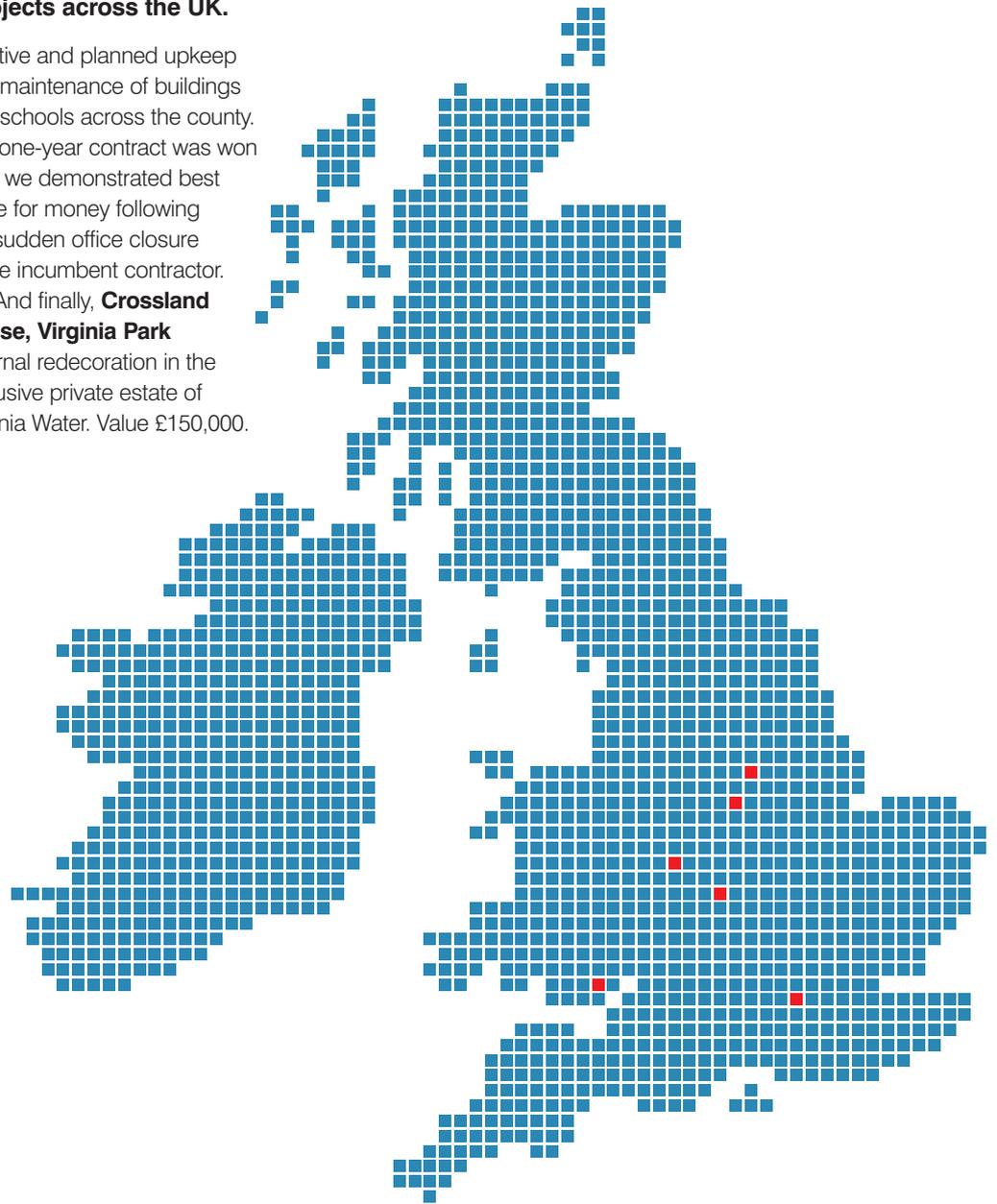
We've also won a contract with **Mansfield District Council**, worth £200,000. The works will take place over 12 weeks, finishing in December 2016 and will include the replacement of fascias and decoration to the Mansfield Civic Centre, including scaffolding and replacement of lighting within the soffit.

Sandwell Metropolitan Borough Council awarded us a response and voids tender at £1million pa for three years and a three year painting and decorating framework has been secured from **Nottingham Trent University**. The works, which started in September 2016, will be carried out in and around the city campuses.

We've recently secured a contract worth more than £2.5million with **Warwickshire County Council** for the

reactive and planned upkeep and maintenance of buildings and schools across the county. The one-year contract was won after we demonstrated best value for money following the sudden office closure of the incumbent contractor.

And finally, **Crossland House, Virginia Park** external redecoration in the exclusive private estate of Virginia Water. Value £150,000.



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

Looking after Buildings

Looking after Buildings

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

T 01454 328000

E enquiries@ianwilliams.co.uk

www.ianwilliams.co.uk