

Winter 2017



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2017: A Year of Milestones

For Ian Williams, 2017 was a year of milestones including continued geographic expansion with new offices in Liverpool, Manchester and Leeds; achieving our target of 10% apprentices across our workforce; the launch of the iwsys mobile asset management solution; RoSPA Gold award for the 9th consecutive year, and IIP Gold.

All of these achievements have underpinned our strategy to achieve profitable growth through outstanding customer service, employee engagement and investment across the business. While continuing to strengthen our position in the social housing, education and commercial sectors, we've also started to lay down foundations in the private rental housing and senior living markets.

But regardless of the markets or services, Ian Williams has one firm commitment that will not change: the customer will always remain at the heart of everything we do.



Andy Havard
Managing Director,
Ian Williams

Celebrating the official opening of our new Plymouth office

with a 145-mile bike ride and £5,000 donation to The Brain Tumour Charity



To celebrate the official opening of our new Plymouth office, a team of employees and directors recently took to their bikes and raised £5,000 for The Brain Tumour Charity.

Ian Williams has been a major employer in the Plymouth area since the late 1960s, so to mark the opening of our new purpose-built offices there, we wanted to do something special. Covering 145 miles with daily climbs of 5,000 feet, morale was spurred on by the fact we were doing it to raise money for a cause chosen by the Plymouth team – The Brain Tumour Charity. Backing was overwhelming and we were delighted to hit our £5,000 target which we donated to Katie Mosses from the charity during the official event.

As a major employer in the Plymouth area where we've looked after homes, community buildings and educational and healthcare facilities for almost 50 years, the opening of the new Plymouth office was an important day for Ian Williams. Representing an investment of three-quarters of a million-pounds, the move is a solid endorsement of the business' commitment to continue to create opportunities for people living and working across the region for years to come.



Katie commented: "We are absolutely thrilled to have had the support of the team at Ian Williams. We are so grateful to everyone involved in raising such a substantial sum of money, and to everyone for tackling the storm to do so! Brain tumours are the biggest cancer killer of children and adults under 40, yet receive less than 2% of the annual cancer research spend. The Brain Tumour Charity is committed to making a difference to everyone affected by this devastating disease, by funding research, raising awareness and providing information and support to those affected. We receive no government funding and rely solely on the

support of generous individuals and companies like Ian Williams to help us get closer to our vision of a world where brain tumours are defeated. On behalf of everyone at The Brain Tumour Charity and everyone we support, thank you so much to the intrepid team at Ian Williams for your amazing support!"

Katie Mosses from The Brain Tumour Charity with the cheque for £5,000.



Further investment in national expansion Northern Powerhouse

Long term commitment to new client contracts, new relationships encompassing broader service delivery and extensions to existing partnerships has enabled Ian Williams to strengthen our position as a major player across the North West and Yorkshire.

Continuing to expand across the country, we now provide property maintenance services as far north as Leeds, Manchester and Liverpool and as far south as Dover, Southampton and Plymouth.

Our 35-strong Manchester team of management and operatives are responsible for some high profile contracts including Anchor, Greater Manchester Police and Riverside Group across a range of services including reactive and preventative maintenance, supply and fit of aids and adaptations and painting. Most recently, we've

been awarded a void repairs and planned maintenance contract with Wrexham County Borough Council.

General Manager, Gavin Scott comments on what he thinks makes the Manchester business special: "The Manchester business is of course part of the larger Ian Williams entity, but clients comment how they like the family feel in the business unit. This is down to the hard-working team all buying into the Ian Williams culture."

Gavin continues: "Our Liverpool teams have been busy



The Manchester team

too – and even had their own slot on BBC Merseyside! When not on the radio, the team is responsible for our Riverside Housing Group 3-year cyclical painting and repairs contract worth £1.6million. The contract is going very well and in the words of the client: 'It couldn't be going any better'."

Across the M62 into Yorkshire, we've completed the



successful mobilisation of our contract with Accent. Valued at £3.5million for up to 10 years, we are responsible for looking after the response, voids and planned maintenance of many of the region's homes.

Taking the company forward

To fulfil our ambitious future strategy, we've looked at how the business is structured and as a result, created a leadership team responsible for looking after and driving growth across our core products and services.

Promoted from within the business are Jayne Cox to Response Operations Director, and Zane Poyner to Painting Operations Director. The two join Paul Price, Capital Operations Director and together the team will provide a strategic focus across these three areas as we continue to invest in our people to drive our business forward.



Paul Price

Paul has worked for Ian Williams for 23 years. He has extensive experience in operational management and has carried out both Business Manager and General Manager roles within the company. He now has responsibility for the strategic management of capital works delivery. Paul has gained MCIQB accreditation, completed the Cranfield University General Management Programme and regularly attends CPD events and strategic core groups with our customers.

Zane Poyner

Zane, a graduate of Swansea University with a BSc and MSc in Business Economics, joined Ian Williams in 1997. A Chartered Management Accountant (CIMA), Zane has a wealth of experience having worked for us as a Business Solutions Manager and General Manager for response. As the Painting Operations Director, he is now responsible for the strategic direction of our painting services and has ultimate responsibility for their operational delivery. Zane is passionate about developing a customer focused and dynamic service.

Jayne Cox

A Cardiff University Politics & Sociology graduate and a CIMA qualified accountant, Jayne joined Ian Williams in 2008 as Financial Controller. Building on her experience and having completed Cranfield University's General Management programme, Jayne progressed to the General Manager role for response in 2014. She now has responsibility for the management and strategic growth of our response service.

ion strengthens

Spotlight on Riverside

Shared Values

A proven track record and direct delivery of services are key drivers for social housing landlords who need peace of mind that residents will be looked after by contractors working in their homes. This 'shared values' approach is one endorsed by our client The Riverside Group with whom we're working to provide cyclical painting and repairs and aids and adaptations across 3,000 of its homes in Liverpool.

The Riverside Group Contracts Manager, Phil Wilkinson comments: "We are a values-driven organisation with a strong sense of social responsibility and a firm line in accountability to our customers. That's why it's critical we partner with suppliers like Ian Williams who share our values. We're committed to providing homes

to be proud of and our partnership with Ian Williams means we can continue to give our residents homes that are modern, warm, safe and look good."

Ian Williams' General Manager Philip Jones adds: "Decades of experience, coupled with ongoing investment in directly-employed



The Liverpool team

staff training has given The Riverside Group confidence in our ability to deliver to their residents. This relates not only to the quality and the consistency of the workmanship, but also to the way in which we deliver the services.

"People are at the heart of everything we do and attracting and retaining the best talent is something Ian Williams takes seriously. For The Riverside

Group, this has meant we've invested in a team of experienced staff at a new Liverpool office opened to serve as a local base for the contract. This team is working closely with the longer established Manchester business. And we're already starting to nurture the next generation of our skilled employees through a proactive apprenticeship programme in the region."

■ For more information visit www.ianwilliams.co.uk

Community Hub Official Opening



We've been working with City of Cardiff Council to create the exciting new Powerhouse hub, now home to a new library including a child's area and public access computers; housing, benefit and other advice services and community spaces for activities and meetings.

Our team was delighted to be involved in the official launch



event and community fun day which featured food and community stalls, go karting, face painting, live music and an animal corner!



In at the deep end!

Works recently finished on a fantastic swimming pool project in Yate, close to our head office.

We were the main contractor working on the refurbishment of the swimming pools at Yate Leisure Centre to provide the local community with a refreshed, upgraded and more efficient facility. This was the first major refurbishment of the pool since its installation in 1972, so most of the original tiles (more than 2,000) which were still in place needed replacing, in addition to reducing the pool depth by 1.2 metres (resulting in a pool that holds 768,750 litres of water) and replacing all the pipework and mechanical systems.



ARMA officially welcomes Ian Williams as Partner Member

We're delighted to be joining ARMA as a Partner Member. ARMA is the leading trade association for residential leasehold managing agents in England and Wales, and works to promote the highest standards of leasehold management and professionalism across essential managing agent services. ARMA recognises the valuable role that specialists like Ian Williams can play.

Dr Nigel Glen, ARMA's CEO, adds: "Knowledge transfer and supply chain partnering play a vital role in the delivery of the highest possible levels of

customer service in property management to leaseholders and we're proud to be associated with companies like Ian Williams who are at the forefront of this approach."

We've already started collaborating on projects surrounding the complex area of the Construction Design and Management Regulations and thanks to our own direct experience, we've been able to provide advice to ARMA members on what every managing agent needs to know when it comes to appointing a Principal Designer.



Keeping Fire Doors at the heart of the agenda



In Autumn we showed our support for #FDSafetyweek joining London Fire Commissioner Dany Cotton and 273 other organisations from all parts of social housing, the private rented housing sector, the construction supply chain, fire and building consultancies and local fire and rescue services to market this important campaign. Here we take a look at some of the projects we're working which illustrate our clients' commitment to best practice when it comes to protecting residents from the potentially fatal consequences of fire.



Anchor

As part of our 10-year framework with Anchor, England's largest not-for-profit provider of housing and care for older people, we have been carrying out Fire Assessment Works (FRA) for the past 18 months to the value of £1million with a further £1million investment pending. The projects include door upgrades, door replacements and sealing penetration breaches, with fire curtain works to protect loft and void areas planned for the future. The works are being carried out in partnership with the London Fire Authority.

Edwardian housing stock, we've recently extended the services to include urgent FRA works requested by the client. Swift mobilisation was critical and the door replacement and upgrade works are currently ongoing.

Wandle Housing Association

In addition to our £4.1million programme to deliver kitchen and bathroom upgrades on behalf of south London housing association, Wandle Housing Association, we've also started to assist with their FRA works including door upgrades and door replacements in properties across the capital.

- Ian Williams is FIRAS registered (Reg No FZ0219) and approved to maintain and fit fire doors.

Shepherds Bush Housing Group

Now in our fifth year of a planned maintenance contract with Shepherds Bush Housing Group, covering cyclical redecorations, repairs and kerb appeal works across their bespoke Victorian and

ARCO Affiliate Network



Setting Standards for Retirement Communities



2018 sees us actively engaging with the main body representing retirement community providers in the UK as we join the Affiliate Network of ARCO, the Associated Retirement Community Operators.

With an increasing workload for clients in the senior living sector, including Anchor, Housing & Care 21, Hanover Housing Association and Cheltenham Caring Homes, we wanted to take a more active role in the development of this market. 65,000 people currently live in retirement communities in the UK and with an ageing population, significant growth is expected. That's why working closely with respected organisations like ARCO is a natural decision for us and we look forward to partnering with them to help shape the future of this important housing sector.

Addressing the ISBA Health & Safety Conference

Mike Turner, Ian Williams' Executive Director was recently invited to speak at the Independent Schools' Bursars Association's (ISBA) Health & Safety Conference.

ISBA supports and advises the bursars and senior management staff of more than 1,000 independent schools and as much of the work we carry out is in the education sector, we've worked closely with the association on conferences since 2008. Exhibiting at their annual conference and speaking at the H&S event provides us with the opportunity to demonstrate the broad range of asset management services we offer to independent schools across the UK.



How our technology is driving a better service for our housing clients and their tenants



Mike Dunstan ITM

In 2017 Ian Williams embarked on a major investment programme to reflect the changing demands of technology within the property maintenance sector.

This resulted in the creation of Ian Williams' unique solution called iwsys. The development project was led by Mike Dunstan, Information Technology Manager, who successfully launched our solution and completed its integration with our customers' systems.

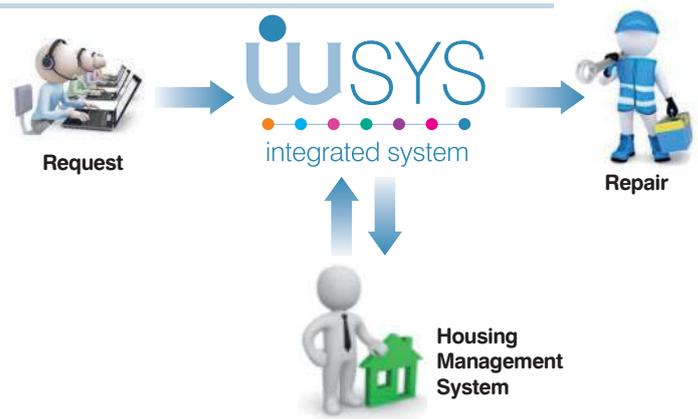
Mike explains why this project was of strategic importance to Ian Williams and its clients: "Within the sector, there has been a growth in IT software solutions to assist maintenance providers. This has also brought increasing complexity for many at a time when clients are looking for simpler IT solutions. Many clients also require more information on repairs to their assets to assist with future investment planning. The emergence of real-time information for asset management teams and customers who have reported a repair is now a basic requirement."

Mike goes on to explain: "Many organisations are forced to develop work around solutions in order to integrate a range of external software packages so that the service can be maintained. This can become expensive and create interface risk and complexity that means a system can become unstable. Clients' housing management systems are also varied and becoming complex and unique as well. For example, two clients may use the same software solution, but depending on the modules purchased and the degree of customisation they have adopted, they can be very different. This provides significant integration challenges for maintenance providers."

With a recognition that our clients also wished to see efficiencies in delivery and improved levels of services for their customers, it was the right time to review our approach and develop a market leading solution: **iwsys**.

This is a future-proofed approach that reduces risk and complexity as well as providing a simple and integrated solution for our clients and Ian Williams' repairs teams.

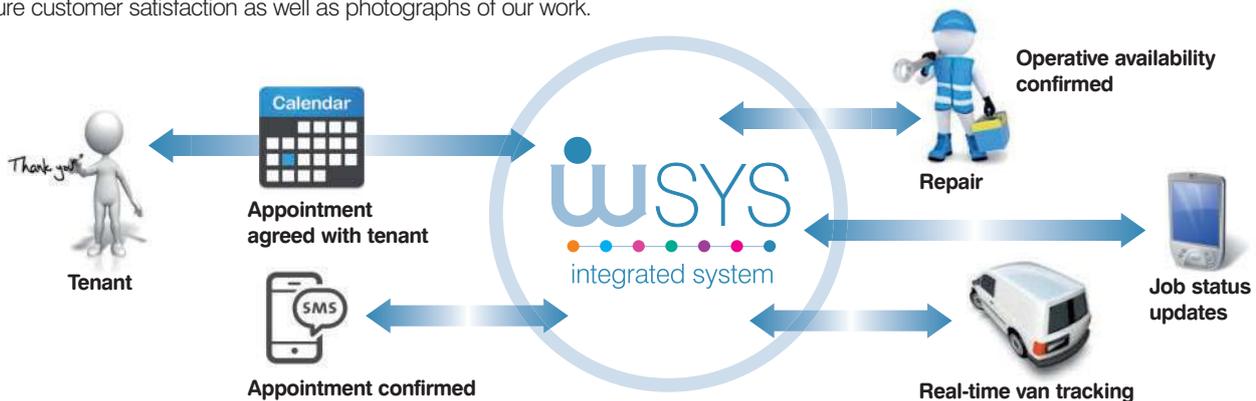
iwsys provides a single point of interface leveraging the benefits of a number of best in class and market leading software solutions that enables a repair request to be completed whilst ensuring that a Housing Management System is continuously updated.



iwsys in operation

Behind this strategic solution lies a more complex system that enables the management of appointments with a customer to include real-time updates on the progress of a repair. The repair process is also completely automated such that the task is matched with an operative's availability, skill set and location. Tasks are issued via **iwsys** to a mobile device that provides all the information needed to complete the repair safely and efficiently. This includes an ability to capture customer satisfaction as well as photographs of our work.

Vehicles are also tracked and monitored to improve route planning efficiency and operative productivity. This means we can complete more repairs each day and reduce the cost of the service to our clients. Clearly providing a more efficient service for tenants and completing repairs correctly on the first visit is a significant driver in their overall satisfaction with their landlord



Home grown talent

Ian Williams' focus on employee development is perfectly showcased here as Claire Elston explains her progression from receptionist to HR Manager.

"I joined Ian Williams in 2000 as Receptionist at our Head Office; at that time I didn't imagine I would be with the business 17 years later! I spoke to my manager about career opportunities and completed an HNC in Business (funded by the company). This allowed me to undertake wider admin duties and develop my knowledge of the business, relationships and skills.

"Later, I expanded this to a full degree, again funded by Ian Williams. At the same time, I transferred to the HR team to assist in developing the HR function. Attending University and studying whilst working full time was challenging but I achieved a BSc in Business Administration in 2004. As the business and HR team grew I became Employee Services Manager which developed to managing the HR function. There are times when the learning curve has been quite steep and I'm sure it has shown! However, with lots of support from the HR team we've successfully delivered a service which supports the company in achieving its strategic aims. The most enjoyable aspects of my role have been building the HR team and (hopefully!) creating a successful environment.

I aim to provide the same opportunities to others as I have had."

Ian Williams is committed to direct delivery of its services and has a commitment to 10% of our total workforce being apprentices. This programme is managed by the **Ian Williams Academy** which delivered just under 5,800 days (excluding apprenticeships) of training and personal development in 2017.

Here's Daniel's story...

Daniel Rayner is with our Plymouth Painting team. Daniel joined in September 2016 and has successfully completed the 1st year of his Level 2 Painting and Decorating qualification.

Contract Manager, Steve Edwards said: "Daniel's reports from College, CITB and on site are all very positive. He's been chosen by the College assessors to enter the CITB Apprentice of the Year. If he keeps up the good work, he'll go a long way."

Ashley Ward, Dan's other Supervisor echoes this sentiment: "In a recent College/CITB review they



picked up Daniel's ability to lead other apprentices in a learning environment; because of this Daniel has been assigned as a mentor to our new apprentice, Jonathan Cook."

Daniel comments: "I wanted to be an apprentice with Ian Williams, because I know they are a good company to work for. My dad has worked for the company as a scaffolder and speaks highly of it! I've learnt a lot since starting my course. I've become more confident and I enjoy my job, especially working with such a good bunch of people. In time, I want to become a Foreman."

Daniel's advice to the new apprentices is: "Get your head down. The first few weeks can be a bit daunting, but you get used to it (even the early starts!). It's definitely worth it."


ian williams academy
Looking after Careers

Ian Williams shortlisted for 'Best Apprentice Scheme' award



The Ian Williams' team is delighted to have been shortlisted for the National Housing Maintenance Forum NHMF Best Apprentice Scheme in their 2018 awards that highlight success and ingenuity within the housing sector.

We were recognised for the Ian Williams Academy which we created to formalise the significant investment we commit to training and development. The Academy Apprenticeship programme is an industry leading scheme to attract, train and develop apprentices in all trades, providing a long term sustainable future with Ian Williams. The scheme is considered by

the CITB to be a best in class approach in addressing severe skills shortages within the construction industry.

"I'm truly delighted that the excellent work we do training and developing apprentices has been recognised in being shortlisted for this award."

Sian Pearce

Training and Development Manager, Ian Williams Academy

■ More in next issue.

Becoming An Employer of Choice

In keeping with our commitment to offer an empowered workforce and become An Employer of Choice, the Ian Williams' HR team has had a busy few months.

Due to further expansion of our Manchester operation and new offices in Leeds and Liverpool, we've seen a renewed focus on recruitment in these areas. In other areas, our team has attended a number of Career Fairs across the Universities in the UK as we educate the next generation of graduates about the benefits of joining the Ian Williams' Trainee Surveyor Programme. You can find our opportunities on jobsites, LinkedIn and Facebook and we have recently partnered with CTP to encourage ex-military personnel to join our workforce.

Established in 2016, 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 monetary equivalent of the Foundation's work exceeds £50,000. In the short time that the Foundation has been operational, over £12,000 in donations has been awarded to worthwhile causes.

We have been busy across the country fundraising! **Most recently...**

Longfield Celebrates its 30th Birthday

Ian Williams has been a long-standing supporter of Longfield Hospice over many years. In the past this has included the refurbishment of their charity shops, helping with fun runs and more recently the collection of over 1,500 Christmas trees for recycling and chipping.

As Patron of Longfield, The Prince of Wales visited the hospice charity to meet patients, family and supporters including Ian Williams' Executive Director Mike Turner. The Prince learned of the support Ian Williams has given the charity. Mike talked to him about our Foundation. As a passionate supporter of career opportunities for younger people The Prince of Wales was interested to learn about our apprenticeship programme and remarked that our work was so important and very much aligned with the efforts of The Prince's Trust.



Climbing to the Roof of Africa

Kayleigh Carter succeeded in climbing to the summit of Kilimanjaro, taking 8 days to reach the top of Uhuru Peak during which she experienced altitude sickness, long trekking days and sleeping in a tent with extreme temperatures ranging from 30°C. to as low as -20°C. The Foundation awarded £250 to the Stroke Association, Kayleigh's chosen charity.



Sam Christophers - Relay for Life

In July, Sam took part in the Yate *Relay for Life* event in aid of Cancer Research. The 'Cabbage Patch Girls' team of 6 completed the 24-hour relay event, taking it in turns to lap the track at Yate Outdoor Sports Centre. The event in total raised £54,950 for Cancer Research and with the Ian Williams Foundation contribution of £250, the Cabbage Patch Girls raised a fantastic £2,546.31.



London To Cardiff

Birmingham Response Contracts Manager, Dave Jones joined a 12 person relay to take part in the *Wolf Pack Run*; a non-stop run over 24 hours from London to Cardiff in June. Dave, personally ran over 15 miles in 3 stages of the event over the weekend. The run raised funds for 3 charities in memory of a friend's baby, Jasper, and the Foundation donated £250 to the Edwards Trust.

...and we can't forget the £5,000 raised to celebrate the opening of the Plymouth office (as featured on page 1).

Running Down Dementia

Work colleagues, Nicci and Jayne from our Bristol office, both took on the challenge to run 100km between June and October as part of the Alzheimer's Society, *Running Down Dementia* campaign. The Foundation donated £250 to the Alzheimer's Society.



Cardiff Bay Olympic Triathlon

Academy Officer, Jo Down completed her first Olympic distance triathlon in Cardiff in June by swimming 1 mile in Cardiff Bay, cycling 25 miles and finishing with a 10km run. The Foundation donated £250 to Jo's chosen charity, the National Rheumatoid Arthritis Society.



Cardiff Half Marathon

Cardiff Surveyor, Matthew Evans completed the Cardiff Half Marathon in October. Matthew ran the marathon in aid of Teenage Cancer Trust, who helped his wife's cousin with her treatment of 'Ewing's sarcoma' which is a type of bone disease. The Foundation awarded £150 towards Matthew's total £680 raised.



Recent wins and projects

With repeat business, contract extensions and new clients, 2017 ended with a strong financial performance, geographical expansion and a robust pipeline.

City of Cardiff Council: Framework for provision of domestic disabled adaptations - £1million p.a. for four years.

The Vale of Glamorgan Council has appointed Ian Williams as the primary contractor to deliver a £2m regeneration scheme in Buttrills over the next 12 months. This includes, roofing, windows, external wall installation and landscaping.

University of Cardiff, Cochrane Library: 24 hour library access - £750,000.

Bristol City Council: Bristol Highways Asset Management and Associated Works Framework for five years.

Cunningham Lindsey: The reinstatement of a two storey fire damaged property - £180,000.

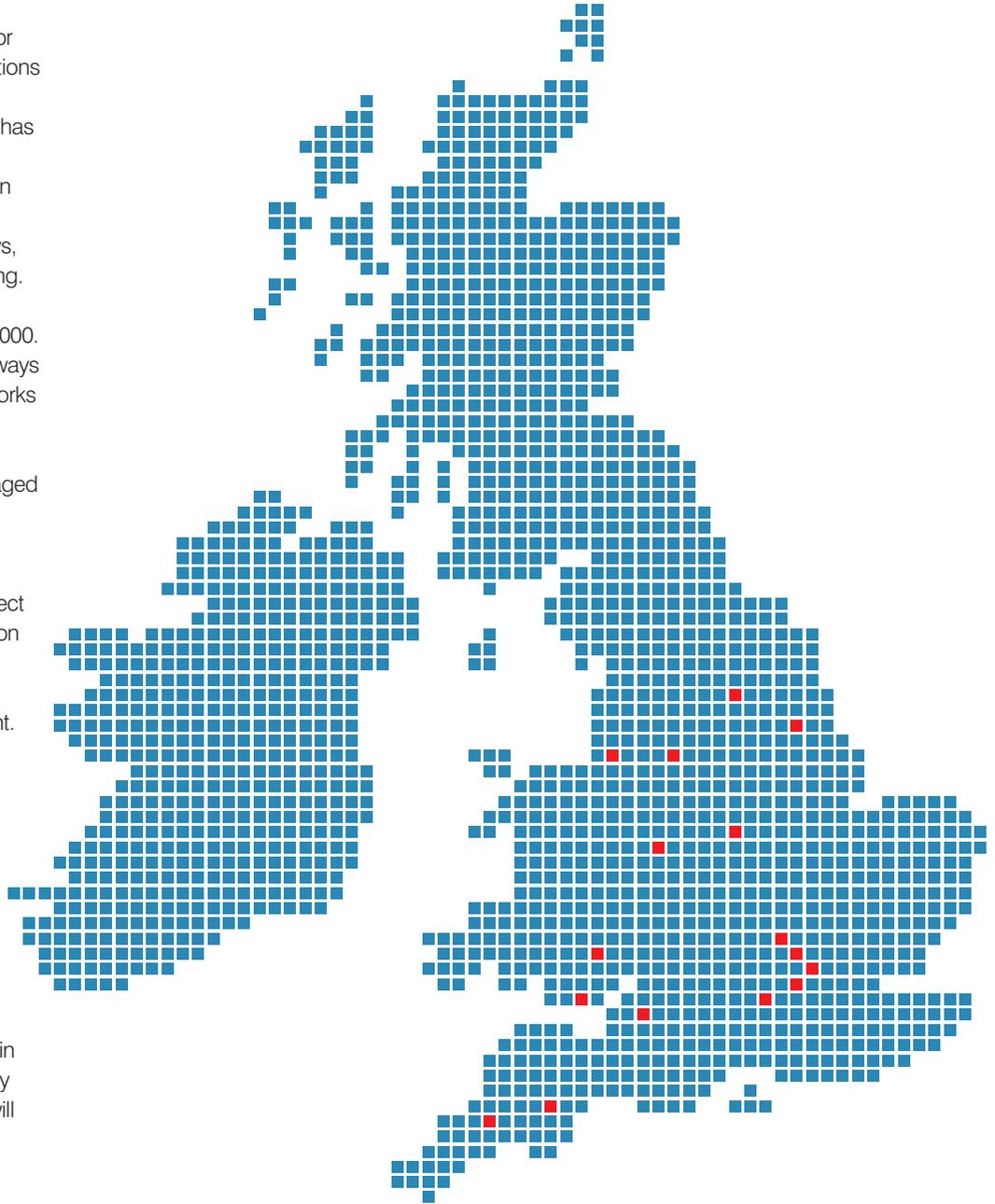
Merlin Housing: 3 office hubs in South Gloucestershire have been converted for Merlin Housing. The project totals £320,000. This work has built upon the successful delivery of voids and communal area refurbishments which has been completed for the same client.

Wrexham County Borough Council: Void repairs and planned maintenance - £2million pa 2+2 years.

Shepherds Bush Housing Association: FRA works - £150,000 and £400,000 of toilet refurbishment.

Framework Housing Association: Response and voids - £750,000 pa for four years.

Work will be undertaken by our Plymouth team for **Babcock**. Working in HMNB Devonport requires high security clearance in some areas where work will take place such as the nuclear submarine facility.



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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Company

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I would prefer to receive the information via email

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