

Summer 2016

## Ian Williams is committed to direct delivery

### Ian Williams named as top UK inspirational business



**We've been named in a report from the London Stock Exchange Group as one of the UK's '1000 most inspiring businesses'.**

The report highlights the most dynamic and fastest growing small and medium-sized enterprises (SMEs) in the UK. All companies identified as inspiring have grown their revenue over the past four years and outperformed peers in their sector.

We're also delighted to report that we've had a record financial year, thanks to your support. Ian Williams achieved a sales turnover of more than £100m for the first time in the organisation's 70 year history, and we'll announce in the next edition how that income is being used to launch new initiatives to continue our significant investment in our services, people and in the communities our clients operate in.

Mike Turner, Ian Williams' development director, said: "We're proud to be recognised as a UK success story. We work in a challenging sector but what has set us apart and enabled our growth is the quality of our employees and our relationships with our clients.

"We have a commitment to direct delivery which leads to exceptional levels of customer service. This is also supported by our robust apprentice scheme, which ensures we attract and retain exceptional talent.

"We're committed to continuing our inspirational journey and for us that means more innovation, more training for our skilled workforce and more examples of exceeding our clients' expectations."

### Chipping Sodbury Cricket Club bowled over by kit sponsors

**Howzat for a kit! Players turning out in their whites for Chipping Sodbury Cricket Club will hit their opposition for six, thanks to a sponsorship deal we've offered.**

We've donated funding to enable all five Saturday teams to be kitted out for match days as part of our social value work.

Chipping Sodbury Cricket Club chairman Andy Shield said: "We are extremely grateful to Ian Williams who have become our kit sponsors.

"We field five Saturday teams every week during the league season and it's fabulous that everyone, from the firsts right through to the fifths, will now be playing in the same attire and looking the part for what we hope will be a memorable summer."



# Cardiff community hub officially opens its doors



## Residents, councillors and our Cardiff team held an open day to celebrate the official opening of a new community hub.

Rumney Partnership Hub provides library services, advice and benefit services, public access computers and free telephones, a children's area, a multi-use community room and an interview room.

It is also home to partner organisations who provide specialist help and advice.

Our team led the refurbishment of the old youth centre, including boiler and heating installation, roof refurbishment, new flooring and new external doors to create new entrances.

Cabinet Member for Community Development, Co-operatives and Social Enterprise, Cllr Peter Bradbury, said: "This fantastic asset for the Rumney community is our first partnership hub.

"We have had some great feedback from local people about the partnership hub so far and we are keen to spread the word further among the community about all the services on offer there, making it easier for people to get in touch and deal with us and our partners."



# Lifesaving project in Broxtowe

## More lives could be saved in Broxtowe, thanks to defibrillators donated by Ian Williams and other contractors working with Broxtowe Borough Council.

We're currently working with Broxtowe BC as part of a three-year, £1.2 million contract to complete pre-paint repairs, painting and the replacement of UPVC fascias, soffits and gutters on more than 750 homes.

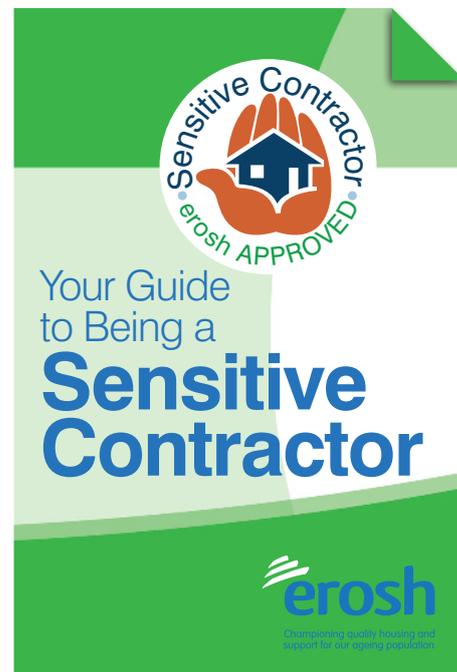
We're supporting the council's ambition to provide at least eight defibrillators across the borough. Installing Public Access Defibrillators provides 24 hour access to vital lifesaving equipment. The defibrillator delivers a series of electric shocks through the body to re-stabilise the heart rhythm following a cardiac arrest. In the event of an emergency the person who called 999 for an ambulance would be given the code to the cabinet and immediate access to the device.

Trevor Rigley, business manager at Ian Williams, said: "While we hope there's never an occasion where the defibrillators need to be used, research shows that if someone suffers a cardiac arrest, the chance of survival falls by 10% every minute without action. However, with CPR and the use of a defibrillator within three minutes, the chance of survival could be as high as 70%.

"We are therefore proud to be able to support this initiative. Having worked with the council since 2013, we have a long-standing commitment to the area and are delighted to be able to help in this way."

# Erosh guide

More than 50 invited guests joined erosh and Ian Williams to mark the launch of a new contractors guide aimed at improving the service provided to older residents.



**We teamed up with erosh, the national consortium for older people’s housing and support, to produce the Sensitive Contractor guide, which launched in April at an event held at Mercers’ Hall, London.**

The guide, devised in response to housing professionals wanting contractors to have better information about sensitive working with older people, covers topics such as communicating with people with dementia, understanding hoarding and reducing the stress of change for those with mental health issues. In light of increasing concerns about safeguarding of vulnerable people, the guide also looks at the role of contractors in reporting any issues they identify when they visit people in their homes.

It includes an 11-point guide to help contractors understand what consideration they should make at each stage of a major improvement, such as a new kitchen or bathroom fitting.

Mike Turner, development director at Ian Williams, said: “We work in more than 20,000 older people’s properties

every year, and have contact with some very vulnerable residents. We have our own training and guidelines in place, but we wanted to build on our relationship with erosh to share our learning with others.

“Thank you to all the members who have contributed comments. We hope the sector will embrace the guidelines and in turn improve the experience older people have when opening their homes to contractors”.

Rebecca Mollart (pictured below, centre), erosh chief executive, said: “We hope this guide will change the approach some contractors take when working in older people’s homes. Some of the content is common sense, but as our members suggested, unfortunately that doesn’t mean it’s always common practice.

“We have spent twenty years championing the rights of older people and raising standards in the sector, and this guide is a great continuation of that role.”



# £1.5m contract agreed for North Bristol homes



**We have been appointed to carry out a major decoration programme to around 2,000 homes across North Bristol, as part of a £4m City Council framework.**

Bristol City Council has appointed four contractors to the three-year agreement, with Ian Williams the sole supplier to some 1,800 properties in the north of the city.

Work has now started to give the blocks a new look including external painting and re-decoration of internal communal spaces.

The external improvement works will complete by the end of October to

maximise summer weather, with the internal work taking place over the winter.

The contract award follows our longstanding relationship with the council, including previous contracts for external decoration and repairs for Clifton leaseholders, aids and adaptations work in city-owned properties and building works at Cabot Primary School.

## Midland Heart selects Ian Williams for seven-year decoration deal

**Midland Heart, a leading UK housing care and support business with some 33,000 homes, has appointed Ian Williams to a £2.5m cyclical external and internal decorations contract.**

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.

The tender award follows a strong procurement process which saw representatives from Midland Heart visit three sites where we've completed works to inspect the quality of our finish.

midland heart  
*housing, care and more*



## Ian Williams grows education work with appointment at Harrow

**Leading independent boys school Harrow has appointed our team to a three year contract to ensure its historic buildings are kept in top condition.**

The school, home to some 830 pupils who all board on the premises, is investing around £100k per annum in external painting and decorating works.

Ian Williams was selected for the work following a competitive tender process. The project builds on our high profile independent education clients, including Eton College in Berkshire, St John's School in Surrey and Marlborough College in Wiltshire.

# National Apprenticeship Week marked with trio of events



We used National Apprentice Week as an opportunity to showcase the value of apprenticeships, running three events across the UK.

## **Our apprentice team organised a painting competition in Bridgend, the free makeover by apprentices of a day room at a Bristol care scheme and a question and answer session for Walsall College students.**

The aim of the sessions was to give students across the UK the chance to find out first-hand what it would be like to undertake a painting and decorating apprenticeship at the company and also to showcase the skills of current Ian Williams apprentices.

Ben Hegedus, a current Ian Williams painting and decorating apprentice, joined the Walsall session, speaking to college students about their career options.

“I really would recommend an apprenticeship to others, and have already done so”, he said. “It’s been a great way for me to learn practical skills and find what job I want to focus on. I learn something new all the time and work with some really great people.”

Investing time and money in the employment of apprentices is an important part of the Ian Williams ethos. Seven per cent of its workforce are currently apprentices, and the company is seeking to increase this to ten per cent before the end of the year.

The company has employed more than 65 apprentices in the last five years, and pays significantly above the minimum apprentice wage to attract and retain new talent.

Sian Pearce, Ian Williams training and development manager, said: “We know our most valuable asset is our skilled employees and so we invest significantly in their training

and development. We also take pride in our strong history of offering apprenticeships and developing young people’s careers. Many of our senior team came from an apprenticeship route, so it’s important to us that we offer today’s young people the same opportunity.

“From work on historic listed buildings to the Match of the Day studios to working up in the air on a lighthouse, our painting and decorating operatives are highly-skilled. Finding the next generation to pass those skills onto is vital to our success.”





## Whitleigh work on track

**Work on site continues apace, as we put the finishing touches to the major refurbishment of a former care home in Plymouth.**

In late 2015 we set to work on an eight-month project to transform the derelict building into a vibrant community and enterprise hub.

We've worked closely with the Four Green Community Trust (FGCT) and residents to ensure they are kept up to date on the works. Regular newsletters, fortnightly 'meet the team' sessions and a dedicated Facebook page have helped people

to shape our plans and approach to the project.

We've also worked with six local schools to produce vibrant artwork which has pride of place on the site's cladding and provided work experience opportunities to local college students.

The new complex, due for completion in July, will contain a central

community kitchen and space, FGCT's headquarters, a children's centre including midwifery and health support, as well as a business area.

Our completed activity includes extensive external and internal works with structural changes including a new roof, solar PV panels, new access arrangements, doors and windows and the reinstatement of a lift.

## Cardiff lifesavers

**Three Ian Williams' employees have been praised after they helped save the life of a young baby.**

Jonathan Phillips, Stewart Brooker and Jack Price were inspecting a Cardiff property to complete some improvement works when the tenant's daughter suffered a fit and began having breathing difficulties.

The team immediately called 999, put the baby into the recovery position and talked the emergency services through the emerging situation. All three helped to keep the baby conscious until the paramedics arrived.

After a short spell in hospital the baby has made a full recovery. Her grateful mum provided the team with a box of chocolates and we've recognised the trio's amazing customer care with some high street gift vouchers.

# London Bike Revolution



**Our team undertook a cycle challenge in May, completing 190 miles around London and raising more than £5,500 for charity.**

The sporting fundraisers joined 2,000 riders taking part in The London Revolution, the largest multi-day sportive in the UK.

The money raised from the two-day event will be donated to two local charities, the first is Longfield Hospice Care which is based near Ian Williams' head office, and the second is the Outwood Bound Trust, which is an educational charity.



## Ian Williams strikes gold for eighth year running

**We've been awarded the Royal Society for the Prevention of Accidents (RoSPA) Gold Award for the eighth year running.**

The annual scheme, run by the Royal Society for the Prevention of Accidents, recognises businesses and organisations which have shown commitment to accident and ill-health prevention. Gold medals, president's awards and orders of distinction are presented to organisations sustaining the high standards of the gold level over consecutive years.

The start of 2016 has seen our lowest ever accident frequency rate, at 0.05 per 100,000 hours worked achieved.

Julia Small, RoSPA's head of awards and events, said: "To win an award at such a highly-regarded event as the RoSPA Awards is a great achievement for our winners. It recognises their commitment to maintaining an excellent health and safety record and raises the bar for other organisations to aspire to. We offer them our congratulations."

# Business wins

## Sanctuary Housing

Sanctuary Housing has awarded us a responsive repairs contract. The three year deal is worth £1.3m per annum.

## University of Cardiff

We've secured a spot on the University of Cardiff's planned maintenance framework. This is a four year contract, worth £500,000 per annum.

## Neath Port Talbot Homes

Neath Port Talbot Homes has appointed us to complete painting and decorating to communal areas as part of a one year, £270,000 project.

## DCH

We're set to complete cyclical decorations for DCH. The work is worth £150,000.

## Midland Heart

Midland Heart, a leading UK housing care and support business with some 33,000 homes, has appointed Ian Williams to a seven-year, £2.5m cyclical external and internal decorations contract.

## University of Bristol

Chamberlain has secured a circa £600k deal to refurbish a historical music building for the University of Bristol. The Victoria Rooms, a familiar Bristol landmark, first opened its doors to the public in May 1842, and for many years served as the most important and lively cultural centre in the West of England.

## Royal United Hospitals Bath

Royal United Hospitals Bath has appointed us to complete a refurbishment to its children's outpatient ward. The nine week project is worth around £126,000.

## Trent and Dove Housing

A seven-year framework spot has been secured with Trent and Dove. Their Cyclical Painting and Associated Works Framework has an overall value of £5m.

## Coleg y Cymoedd

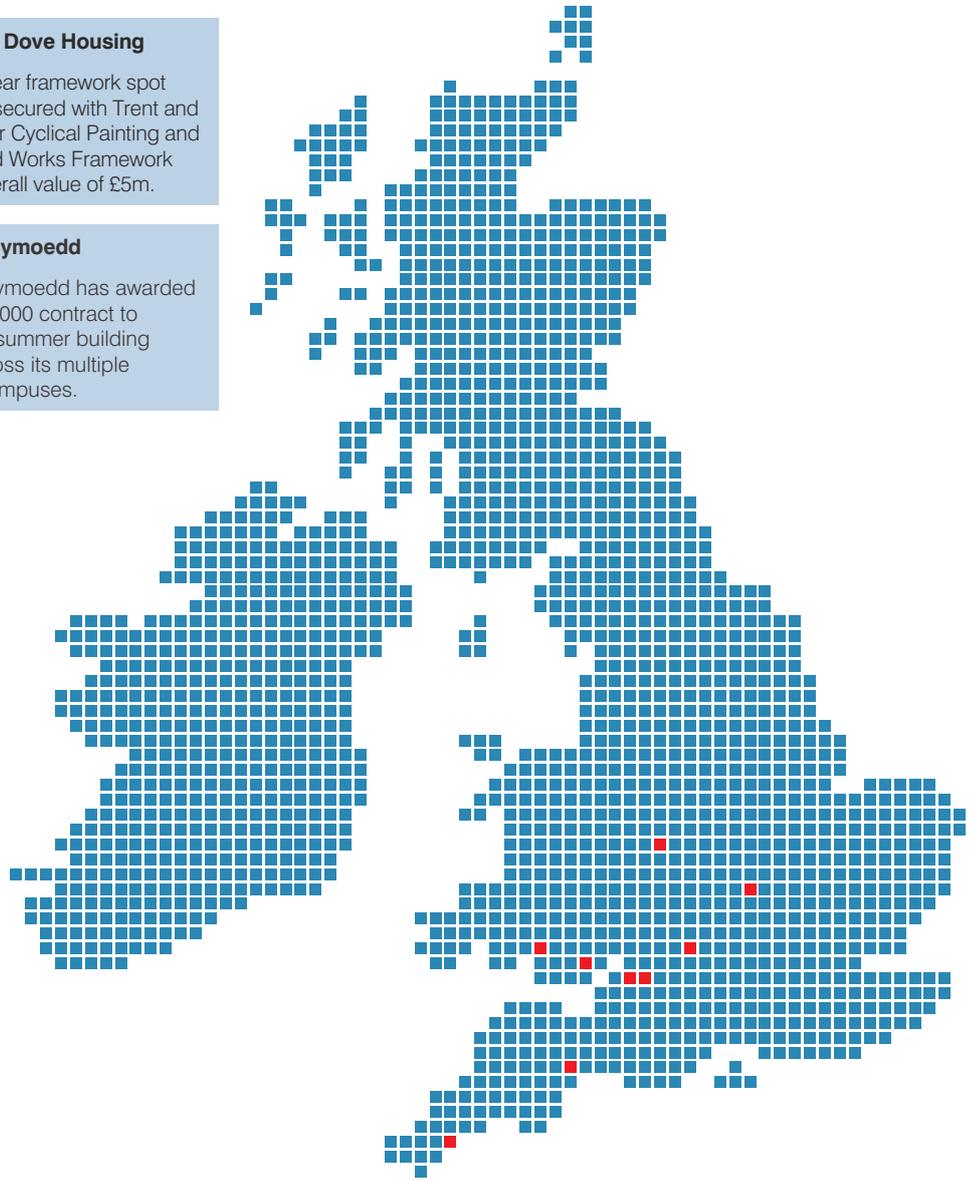
Coleg y Cymoedd has awarded us a £177,000 contract to complete summer building works across its multiple college campuses.

## Westworks

We're one of a number of contractors appointed to a four-year framework to complete painting and repairs.

## Swindon Borough Council

A three-month deal, worth £118,000 has been secured to complete roof repairs for Swindon Borough Council.



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: \_\_\_\_\_

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