

# Project case study



Customer Name

**Framework**

Contract

**Repairs & Maintenance and Void Works**

## Project features

- Responsive repairs and maintenance to various property types
- Void works with 3, 5 and 10-day target turnaround times
- Working around a wide range of vulnerable adults
- Range of property types including night shelters, hostels and bedsits

## Advantages/benefits

- Works direct delivered by a dedicated, local team ensuring consistency for residents
- Separate dedicated void team enabling us to meet and exceed challenging turnaround times
- Training through the Ian Williams Academy including safeguarding, customer care and managing difficult situations
- Provision of further specialist training including Sharps Awareness
- Hepatitis B vaccinations provided to all site operatives due to increased risk of needle discovery



## Contract details

Framework is a charity delivering housing, health, employment, support and care services to people with a diverse range of needs. They help vulnerable adults, empowering them to achieve financial stability, social inclusion and independence.

Ian Williams delivered repairs & maintenance and void works to Framework's entire housing stock including night shelters, hostels, bedsits and shared accommodation across Nottinghamshire and Lincolnshire.

Our commitment to direct delivery was key to ensuring successful customer relationships given the level and range of vulnerabilities amongst residents. We created a dedicated Framework delivery team ensuring consistency for residents and daily liaison and communication with familiar faces.

Through the Ian Williams Academy, we provided the necessary training to manage the unique challenges this contract included. All members of staff and trade operatives undertook safeguarding, customer care and managing difficult situations training. This was supported by external Sharps Awareness Training and provision of Hepatitis B injections for all site operatives due to the increased risk of discovering needles this contract presented.

It was imperative we continually met or exceeded Framework's void turnaround times (3,5 and 10 days), as this meant they were able to increase their support for local homeless people. We achieved this by establishing a separate voids delivery team providing greater control over resource and ensuring full understanding of Framework's properties, residents and specification.