



James Frew

Community Benefit

NEWSLETTER

May 2019



Welcome to the fourth edition of James Frew Ltd.'s community benefit review in conjunction with South Ayrshire Council.

The following articles within this newsletter are intended to give a small insight into some of the opportunities James Frew Ltd. have been able to be involved in recently within South Ayrshire.

As part of the Housing Refurbishment Frameworks project we are currently carrying out with South Ayrshire Council, the tender required

community benefits within specific areas. The stories within this newsletter focus on 'Improving Education and Skills', 'Work Experience Placements/ Programmes', 'Enhancing & Improving Local Community Projects' & 'other; Sponsor Charity Work.'



Callum Dawson

We were all devastated to hear of the sad passing of one of our young colleagues, Callum Dawson.

Callum had settled in really well within our James Frew first year Academy class and was beginning to show real potential on our Taylor Wimpey site at Troon.

The loss of such a young person comes as a big shock to all of us and we think of his family and friends at this difficult time.



CONTRACT UPDATE

James Frew Ltd. are now commencing Year 3 of the SAC Modernisation Framework 2017/21, having successfully completed the following projects within budget & on time.

Year 2017/2018

903 No. Properties in various areas such as Prestwick, Troon, Girvan, Dundonald, Maybole & Mossblown.

Year 2018/2019

812 No. Properties in various areas such as Ayr, Coynton, Dundonald, Maybole, Minishant & Ballantrae.

Throughout the contract, positive feedback on the completed works to date from both South Ayrshire Council and their Tenants have been received.

The company carry out a Tenant Satisfaction Survey on each completed project, where we ask tenants to complete a small questionnaire covering all elements of the installation works within their properties, from original survey through to final handover after completion. The results from these surveys have been incredible - with a few examples shown on the following page.

we use the feedback from these surveys to continually improve our overall performance.

Year 2019/2020

Proposed works for 2019/2020 (approx 1000 no. properties) commenced in April with Project A due for completion in late June and with Project B scheduled to start on 3rd June.

SOUTH AYRSHIRE COUNCIL TENANT SATISFACTION SURVEYS



Ms McKee

Full System Install
Maybole, South Ayrshire

Did Team arrive as arranged? **Yes**

Dis the Supervisor/ Team show ID? **Yes**

Were the team members courteous/ helpful? **Yes**

Was the Team neat and tidy while working? **Yes**

Did the Team use dust sheets or protective coverings? **Yes**

Were you instructed on the operation of the system/ equipment installed? **Yes**

How would you rate the installation?

1	2	3	4	5	6	7	8	9	10
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Customer Comments

Very friendly and tidy workmen. Couldn't fault them at all.

Jean Robertson

Full System Install
Maybole, South Ayrshire

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Customer Comments

Delighted with installation of wet room. Tradesmen were all very helpful. George (site foreman) kept us well informed and continuously checked on his men.

WORK EXPERIENCE FOR **SOUTH AYRSHIRE** STUDENTS

Two college students has joined James Frew Ltd. for 10 weeks to gain valuable work experience while studying for their Diploma Level 6 City & Guilds carpentry at Ayrshire College in Ayr.

Steven Connell & Andy Unwin joined the company for two days per week and are assisting with the day to day tasks of working within the busy Modernisation Division, upgrading kitchens & bathrooms within the Girvan & Ballantrae area.

Having previously achieved an NPA in Construction – Carpentry and Joinery at SCQF level 5, both Steven and Andy are working extremely hard to gain their certificate and secure a career in the building trade.

James Frew Ltd. would like to say a huge thank you to both Steven & Andy for their hard work while gaining work experience with the company and all the best in your future careers.



ANDY UNWIN & DEREK SWEENEY
Work Experience Student & Site Supervisor

STEVEN CONNELL
Work Experience Student

James Frew Ltd. service & maintain two oil boilers for local charity in South Ayrshire



WHITELEYS RETREAT

Whiteleys Retreat provides therapeutic short breaks for children, young people and their families with cancer and life altering illnesses in the UK. The charity offers two high quality, five star assisted catering cottages where families can enjoy short therapeutic breaks complemented with a variety of animal, art, environmental, holistic, music and recreational therapies completely free.

James Frew Ltd. are supporting this local charity by servicing and maintaining the oil boilers within the properties ensuring comfortable warm conditions with plenty of hot water for the families to enjoy during their stay at the retreat.

Roddy Frew, Managing Director at James Frew Ltd. said, "Whiteleys Retreat provide an incredible facility for families to get away and enjoy a break in the countryside – with much needed therapies in a variety of different ways. James Frew Ltd.

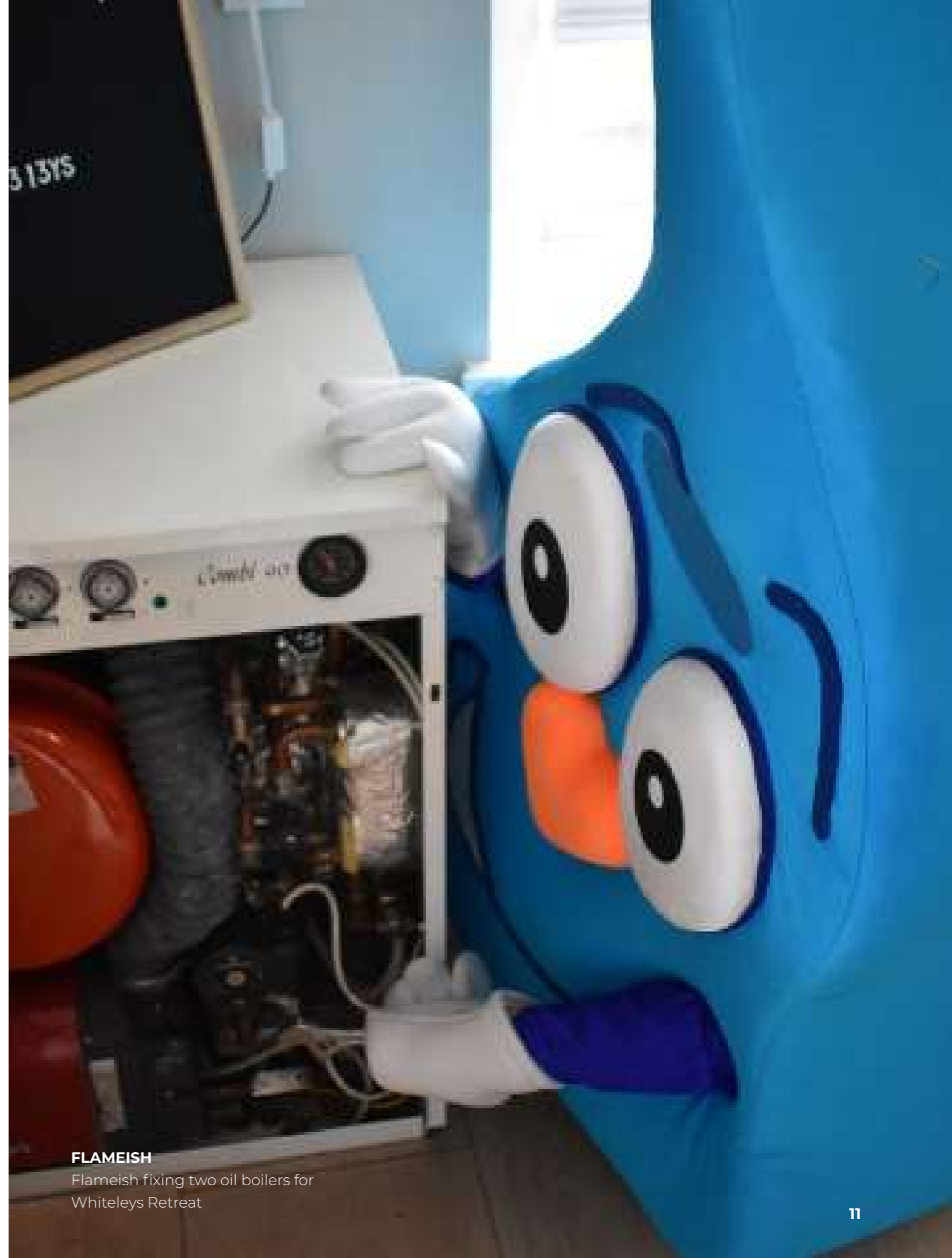
currently maintain and service the retreats two oil boilers. 40 members of staff also signed up to walk for Whiteleys Retreat at the Glasgow Kiltwalk on the 28th of April to help raise as much funds as possible to support this local, self-funded charity."

Maxine Allan, CEO of Whiteleys Retreat, added, 'We are overwhelmed with the support we have received at Whiteleys Retreat from James Frew/Gas Sure.

Whiteleys cottages are older and therefore the boilers need regularly serviced and maintained. It's thanks to Roddy Frew and his wonderful team that we can keep our visiting families safe, warm and very cosy at all times..."

If you would like to find out more information about Whiteleys Retreat, please visit;

<http://www.whiteleysretreat.com/>



FLAMEISH

Flameish fixing two oil boilers for Whiteleys Retreat



WHAT AN ACHIEVEMENT FROM TEAM JAMES FREW & GASSURE

A massive well done and thank you to all who walked on behalf of the company to support Whiteleys Retreat at the Kiltwalk on Sunday the 28th of March in Glasgow.

A further thank you to all family, friends & suppliers who have kindly donated to our fund pot.

The funds raised so far is incredible - we will have a final count by mid May - so look out for the amount raised on our News section on our website or our Social Media pages.

Van Fleet Increases



To assist with safe delivery of Kitchen units, James Frew Ltd. have purchased six new box type vans with tail lifts.

Kitchens are delivered on pallets, workforce can now safely wheel pallets into box vans using tail lifts cutting out excessive manual handling.

The new vans are currently being used on the Housing Refurbishment Framework project for South Ayrshire Council.



Sit & Stand Desk

SIT & STAND DESK UPGRADE

James Frew Ltd. have now added sit and stand desks to their Stevenston Call Centre.

Standing desk users often report increased focus, better collaboration with co-workers, boosted calorie burn, and a safeguard against the health effects of a sedentary workday. All Call Centre staff now have the ability to stand or sit at their work stations at any time throughout the day with the push of a button.

Christina Smith, Customer Service Advisor at James Frew Ltd Call Centre., said “Motivation is what gets you started, standing up brings a more positive frame of mind & more energy throughout the day”

Robbie MacMillan, also a Customer Service Advisor within the Call Centre., added, “The standing desks gives me the option to stand up or sit down and do my work. If I start to feel tired or sore from being in the same position for too long all I have to do is move my desk.”



Leigh-Ann McIlwain



Christina Smith



Robbie MacMillan

James Frew Academy 2019

JAMES FREW ACADEMY EXPANDS **2019**

James Frew Academy has a dedicated classroom at the West College Scotland Paisley campus. New opportunities & training have been developed further emphasizing commitment and long term goals for the company.

This includes;



2019 Apprenticeship

James Frew Ltd. has commenced the 2019 Apprenticeship intake programme. A total of 10 new recruits will be chosen from over 100 applicants through a series of online tests and interviews.

The four-year tailor-made Modern Apprenticeship programme gives the opportunity of achieving a national recognizable qualification by gaining on the job training and attending classes at 'James Frew Academy' at West College Scotland Paisley Campus.

The 10 new recruits will then join the existing 38 apprentices currently at various levels of their apprenticeship training programme.

Multi Skilled Construction Opportunity

A collaboration between James Frew Ltd. and West College Scotland has also presented a unique, tailor-made Multi Skilled Construction training opportunity for 10 students.

The 12 month, full-time course includes learning skills within Joinery, Roofing, Plastering, Plumbing & Brick work through a combination of work experience and attending classes at the James Frew Academy, within West College Scotland.

On completion of the course, the students will have the opportunity to join the company as a Multi Skilled Qualified Operative helping to deliver Modernisation Contracts throughout West & Central Scotland.



James Frew Academy Development Programme

As part of the James Frew Academy development programme, training will be provided for all 345 no staff in various departments including Management Development, Customer Care, up skilling – boiler diagnostics, driver training and Mental Health Awareness.

This new development programme will help to further expand on various skills through training, coaching and mentoring.

Long Service Award

25 YEARS SERVICE WITH JAMES FREW LTD.

George Kelly recently achieved 25 years' service.

George, who lives locally in Kilwinning, currently manages one of our teams on the South Ayrshire Council Framework 2017/2021 Modernisation Project.

George started back in 1994 with the firm as a Brickie and soon progressed to Supervision in 2006 and has successfully delivered numerous projects for James Frew Ltd throughout his career.

Roddy Frew, Managing Director at James Frew Ltd. said, "George is a great example of how operatives can progress to Management within James Frew Ltd. The vast building knowledge George has is invaluable and a huge asset to the Company – well done George on a fantastic 25 years' service."



George added, "When I started with James Frew 25 years ago my son Ryan wasn't even born, now he is a 4th year apprentice heating engineer with the company. Looking back that puts the years into perspective, especially when I didn't think it was for me after my first day!"

"Like myself, the majority of my colleagues have been promoted from within the company as there are numerous opportunities to progress. I have particularly enjoyed the challenges of site management over the years' and thank the company for offering me the role all those years ago."

1994

2019

BRAND NEW TV **DONATION** TO LICHENTENFELS GARDENS



James Frew Ltd recently carried out works to approximately 69 No Sheltered Housing Properties at Lichtenfels Gardens, Prestwick; St. Meddams Court, Troon; Newfield Place, Dundonald and Boyle Court, Girvan as part of The Residential Refurbishment Framework Programme 2017/21 with South Ayrshire Council.

Included in the scope of works for this project was electrical rewiring, new gas central heating systems, new kitchen units, adapted bathrooms and decoration.

The company kindly donated a brand new large TV to the lounge at Lichtenfels Gardens for all tenants on completion of the works.

Gordon Orr, Commercial Manager at James Frew Ltd. said; "We were delighted to be able to provide a brand new TV for Lichtenfels Gardens in conjunction with South Ayrshire Council on this framework project. I am sure the TV will be well used within the lounge area from all the Tenants."

Vera Kidd, Sheltered Housing Coordinator at South Ayrshire Council, added, "Residents at Lichtenfels Sheltered Housing would like to thank James Frew for kindly donating a large screen smart TV to the centre. This will benefit our health & wellbeing by allowing us easy access to the internet and use of the YouTube application for a range of activities within our centre from Reminisce work to armchair exercises."



Management Progression within James Frew Ltd.

Michael McFarlane, who lives locally in Ardrossan, started as a joiner with James Frew Ltd. back in 2009. He started to show an interest in Management early 2018 and successfully completed an SVQ Level 6 Occupational Work Supervision Course end of summer 2018. Since then he has been mentored by Steven McInnes, Site Manager at Pennyburn Primary School.

Michael has now been promoted to Site Supervisor and is currently managing a kitchen and boiler replacement contract for Ayrshire Housing Association.

Roddy Frew, Managing Director at James Frew Ltd. said,

"We are continually on the lookout for young people who want to progress their careers into Management. When we can do that from within our work force, it gives me huge job satisfaction. Michael has worked hard and deserves his chance, I'm confident he will continue to develop and through time will be a huge asset for the firm."

Michael added, "I am really grateful to James Frew for allowing me to progress within the company and helping me to progress on to the next level."



JAMES FREW EMPLOYEE QUICKFIRE QUESTIONS- SAC



Full Name
John Sutherland

What is your Job Title?
Plumber

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Challenging, Enjoyable & Different

What do you like most about your role?
Being able to have a laugh with colleagues while working

Favourite hobbies outside of work?
Watching Football

Do you have a motto?
Sieve the Day

Favourite place in the world?
Morocco

Best concert you have ever attended?
Rolling Stones

Favourite family tradition?
Christmas Dinner

Full Name
Chris Morrison

What is your Job Title?
Joiner

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Neat, Tidy Work

What do you like most about your role?
Colleagues & having a sense of completion

Favourite hobbies outside of work?
Football & going to Gym

Do you have a motto?
work to live

Favourite place in the world?
Florida

Best show you have ever attended?
Lee Evans

Favourite family tradition?
Christmas Dinner

Full Name
Ryan Deery

What is your Job Title?
Floor Layer

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Challenging, Rewarding and Fullfilling

What do you like most about your role?
Job Satisfaction

Favourite hobbies outside of work?
Watching Football (Kilmarnock)

Do you have a motto?
Live the Dream

Favourite place in the world?
Maldives

Best concert you have ever attended?
Queen & Adam Lambert

Favourite family tradition?
Sunday Roast

Full Name
Dillon Sweeney

What is your Job Title?
Labourer

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Challenging, Exciting and Hardworking

What do you like most about your role?
Life experience

Favourite hobbies outside of work?
Football

Do you have a motto?
Live life to the full

Favourite place in the world?
Ibiza

Best concert you have ever attended?
Stone Roses

Favourite family tradition?
Christmas Dinner



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