



James Frew

Community Benefit

NEWSLETTER

December 2019



WELCOME

Welcome to the fifth issue of James Frew Ltd's community benefit review in conjunction with [South Ayrshire Council](#).

The articles within this newsletter are intended to provide an insight into some of the opportunities James Frew Ltd have been 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 and improving local community projects and other sponsor charity work.



CONTRACT UPDATE 2019/2020

South Ayrshire Council Internal Modernisation Framework 2017 to 2021

Contract Update Year 2019/2020

Approximately 900 No properties will be completed to March 2020 over 5 No Projects

Project A (SAC Ref H19141)

Internal refurbishment works to 155 No properties, various locations - Ayr, Prestwick & Troon

Works Content - Design and installation of new kitchens, heating, bathrooms/medical adaptations, electrical upgrade and associated works.

Project Period - 9 weeks (April - June 2019)

Project B (SAC Ref H19142)

Internal refurbishment works to 22 No Sheltered Housing Accommodations at Mossblown, Coylton & Dundonald

Works Content - Design and installation of new kitchens, new boilers, bathrooms/medical adaptations, electrical upgrade, communal kitchen upgrade and associated works.

Project Period - 6 weeks (May - July 2019)

Project C (SAC Ref 19145)

Internal refurbishment works to 225 No properties, various locations within South Ayrshire

Works Content - Design and installation of new kitchens, heating, bathrooms/medical adaptations, electrical upgrade and associated works.

Project Period - 13 weeks (June - September 2019)

Project D (SAC Ref H19144)

Internal refurbishment works to 231 No properties within Ayr

Works Content - Design and installation of new kitchens, full central heating, full electrical rewiring, whole house decoration, bathrooms/medical adaptations, and associated works.

Project Period - 15 weeks (August - December 2019)

Project E (SAC Ref H19143)

Internal refurbishment works to 235 No properties, various locations with South Ayrshire

Works Content - Design and installation of new kitchens, full central heating, full electrical rewiring, whole house decoration, bathrooms/medical adaptations, and associated works.

Project Period - 13 weeks (Due to start in January 20 and completed April 20)

Currently we have 6 No Site Managers covering all locations on these projects, managing over 60 No tradesmen working on 20+ properties each and every week.

The 'SAC Three'

Three of the 15 new James Frew Modern Apprentices reside in South Ayrshire. Nathan Girvan (from left to right) is from Ayr, Ross Cowan from Auchincruive and Josh Alexander from Annbank.

All the apprentices attended college after leaving school and applied directly for a James Frew Apprenticeship opportunity after completing their NPA construction-related course at college. After attending tests and their interviews, they secured places on the Modern Apprenticeships Programme which started in August 2019.

The South Ayrshire apprentices will join the other 12 at the James Frew Academy Class which takes place at West College Scotland, Paisley Campus. They will attend the college for four years whilst being part of the bespoke, enhanced apprenticeship training programme. At the end of their training, they will achieve SQV 3 in Domestic Heating and Plumbing.

The apprentices have settled in well and are enjoying college and their workplace. They have all received positive feedback from their managers!



GRAEME GRACES THE KILTWALK

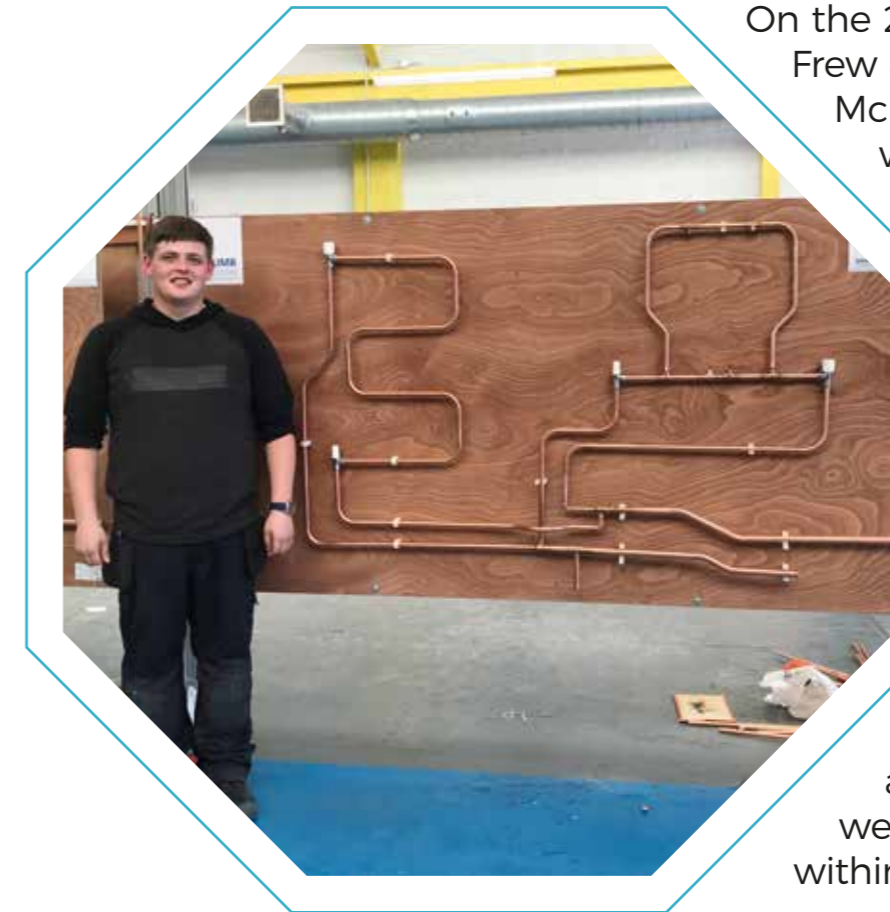
Graeme McFarlane completed four Kiltwalks in July gathering a total mileage of 97 - 48 miles between Glasgow and Aberdeen and 49 miles between Dundee and Edinburgh. He had the support of his sister-in-law Elaine Thomson and raised just over £1,000 for the Ayrshire Hospice; a charity close to the family's heart.

Not only did this excellent achievement benefit the hospice, but Graeme also noticed a dramatic change in his fitness and wellbeing due to a grueling two months of training before the events. He also enjoyed meeting other participants whilst taking in the beautiful scenery that Scotland had to offer.

James Frew recognised his hard work and support by giving him a well-deserved rest for a few days.



SNIPEF NOMINEE



On the 21st of June, James Frew apprentice Mark McNaught, from Ayr, was nominated to take part in the "Best Copper" section of the SNIPEF SkillPLUMB Apprentice of the Year Competition. Although Mark narrowly missed out on placing first, his hard work and determination were much praised within James Frew Ltd.

Apprentices from 18 colleges and training centres participated in demonstrating the skills which they have acquired, while also raising awareness of Modern Apprenticeships in Domestic Plumbing and Heating. This further highlights the importance of high quality training in the industry.

The competition is an action-packed event with 31 competitors being put forward through 18 colleges all across Scotland. The competitors gathered at West College Scotland (Paisley Campus) and had just four hours to complete their work. The prizes are received by the top three in the lead and copper competitions. The event is filmed and released to highlight further the importance of young apprenticeships in this industry which is on the SNIPEF website.



FINAL FURLONG FOR FLAMEISH

James Frew Ltd was honoured to support Ayrshire's leading cancer charity to help raise funds through their **MASCOT** race.

Ayrshire Cancer Support provides practical and emotional support to Ayrshire people affected by cancer. Flameish is well-known for his speed, agility and modelling (as he is 'flaming hot'). A great opportunity arose for Flameish to showcase all three attributes when he was chosen to feature in the race.

Flameish came in at a head-swinging fifth out of nine competitors, blaming his unusually short legs for the poor performance. He spent the majority of his time before the race getting involved in all the fun and trying to get in as many photos as possible. To add to the not-so-great performance, he was beaten by Cappie the Cat, the Morton mascot.

Overall, it was a great day for all who attended and for an extremely significant and well-deserved cause. Although, Flameish hopes next year he will have better luck with an extra leg up from James Frew Ltd's Managing Director.



HEAD OF ORGANISATIONAL DEVELOPMENT

James Frew Ltd would like to welcome Andrew Fogarty. Andrew has recently joined the company taking the new position of 'Head of Organisational Development.' Andrew will provide strategic and operational support to all aspects of the company and also intends to help maximise the skills and abilities of the entire workforce.



Roddy Frew (left) with Andrew Fogarty at the Scottish Apprenticeship Awards 2019

Andrew's career started in the building services sector, where he began as an apprentice electrician. He then entered a career in further education before joining the Scottish Government as one of Her Majesty's Inspectors of Education.

Andrew said: "I am delighted to be joining James Frew Ltd at an exciting time and looking forward to a welcome return to the building services sector. A central theme to my career so far has involved helping people develop and realise their full potential, and I do hope to continue this work as Head of Organisational Development."

Roddy Frew, Managing Director, added: "James Frew Ltd would like to extend the success of the James Frew Academy to all employees across the company. We are committed to ensuring every employee reaches their desired goal and maximum potential within the company. We are excited about the new appointment of Head of Organisational Development, and sure Andrew will be a massive asset to the company for many years to come."

James Frew Ltd would like to wish Andrew the very best of luck in his new position within the company.

JAMES FREW GOES FOR GOLD!

In our continued efforts to achieve operational excellence, we were delighted to have been recently awarded Gold Level with Constructionline. This recognises our commitment to the highest standards of quality and service expected by our client base.

Constructionline Gold requires that we are validated beyond PAS91 with recognition of our credentials for environmental management, quality management, equal opportunities and Modern Slavery Act adherence.

Constructionline Gold enhances our ability for prequalification on major projects and also provides a service that enables us to set the high quality and standards we require in the selection of our supply chain.



AYRSHIRE DYW APPRENTICE CHALLENGE 2019



A team of three James Frew plumbing apprentices recently competed in the Ayrshire DYW Apprentice Challenge 2019. The challenge encouraged foundation, modern and graduate apprentices to deliver a project that benefits their community. Apprentices from a range of Ayrshire businesses competed in teams as part of the regional final with the eventual winner going on to compete at a national level.

Apprentices Mark McNaught, Jonathan Harkness and Declan Smith chose Whiteleys Retreat in Ayrshire as their charity. Whiteleys offers amazing spaces for the whole family to enjoy and explore and has two five star assisted catering cottages where families can enjoy short therapeutic breaks complemented with a variety of animal, art, horticultural, holistic, music and recreational therapies.

Working with Whiteleys General Manager Bernard Smith, the apprentices decided to design and install new barn doors within the stables as the existing doors were beyond economical repair. The team designed the new doors, sourced the materials, manufactured the new doors and installed them on site. Mark said: "I really enjoyed negotiating with the suppliers and we managed to source a lot of the materials for free. The project involved a lot of joinery work and we got some advice from a supervisor on how to plan the job. It has given me a better understanding of how to work in a team."

Third year apprentice Declan said: "I really found the whole experience worthwhile. We choose a project that was outside our comfort zone and we had to work as a team to solve our challenge. I am now more confident about presenting my ideas in public and have developed my project management skills." Bernard said: "We can't thank James Frew enough for all the work they have done for the charity, the workmanship has been spot on and it is a pleasure to see all the hard work they've put in."



DYW

AYRSHIRE
Developing the
Young Workforce



WHITELEYS RETREAT

NEW FLEET OF MOVANO VANS

James Frew Ltd. has recently added seven new Vauxhall Movano vans to our growing fleet of vehicles. This significant investment represents our continued commitment to operational excellence and improving our competitiveness.



The new larger style vans are helping to reduce journeys as they have the capacity to transport more equipment and materials, which helps to boost productivity. Transport and Plant Manager, Paul McGoldrick, said: "The new vans are being received well by the modernisation teams working across South Ayrshire. We are also delighted with the additional safety features, which include lane safety sensors and side-wind assistance technology."

SAC COMMUNITY FUN DAY

James Frew Ltd provided the Gold Sponsors Package for a third year in a row at this year's South Ayrshire Council Fun Day and set up a stall handing out merchandise and information about the company.

Christina Smith and Darien Spence were present at the booth to answer any questions that people had about the business and to hand out all the goodies.

The day took place on Saturday 14th September at the Citadel Leisure Centre in Ayr. James Frew Ltd merchandise was also provided to South Ayrshire Council Direct Works stall which has obtained every year.



Flameish, James Frew Ltd's mascot, also joined in on the fun.

He was showing off his questionable dance moves and posing for photos with the children that attended.

He proved to be very popular with them.



TAPPING IN TO A BRIGHTER FUTURE

After a record-breaking number of nominations, James Frew Ltd were selected as a finalist in the Large Employer of the Year category in the Scottish Apprenticeship Awards 2019. This award acknowledges the commitment and support of apprenticeships demonstrated by large employers, including public sector, with more than 250 employees.

The finalists included global investment bank, JP Morgan, and construction company, Robertson Group, who attended the gala dinner in early November in Caird Hall, Dundee where JP Morgan picked up the prestigious title of SDS Large Employer of the Year 2019.

Judges were particularly impressed with the way in which James Frew Ltd have developed a robust approach to apprenticeship development based on three inter-related drivers incorporating technical skills, customer skills and meta-skills. In 2017, the James Frew Academy was established to develop their young workforce and encompasses bespoke apprenticeship training, employee development and leadership and management training programmes.



The company was nominated by SNIPEF Training Officer Robert Barclay, who said: "James Frew Ltd have been working in partnership with SNIPEF and West College Scotland to develop a comprehensive apprentice training programme. It is vital to provide the best possible training experience for apprentices and SNIPEF's supportive approach aligns well with that of James Frew Ltd. I am delighted that they have been recognised by SDS for their commitment to developing apprentices."

Apprentices value the support they receive from co-ordinators and managers which develops meaningful and respectful relationships. Training Co-ordinator Elaine Kean, said: "The wellbeing of our apprentices is essential and we recently commissioned a theatre play on suicide prevention to reinforce the importance of positive mental health which was well received by apprentices and managers. We also arrange advice workshops on money management, physical exercise and healthy eating to help apprentices make more informed choices."

Roddy Frew, said: "I firmly believe the work we are doing with our James Frew Academy is helping to plan for the future. We are working purposefully with our key partners to provide an apprenticeship programme which supports our strategic priorities."



NEW MULTI-SKILLED OPERATIVE TRAINING STARTS



Following on from the success of our Modern Apprenticeship programme, we have expanded our James Frew Academy to include multi-skilled operative training. This new course provides new entrants to the industry with a combination of meaningful

work experience and college-based training in construction related activities, which include health and safety, joinery, plumbing, plastering and bricklaying.

A total of 12 new entrants started the programme in September and have been attending West College Scotland in Paisley on a block release pattern to learn new construction skills and are gaining essential practical experience working on South Ayrshire Council modernisation projects.

New entrant Steven Lennon said: "I am really enjoying the course at college. The work on-site is great and I am working hard to learn new skills. The supervisor encourages me to try and complete tasks on my own which is great." Supervisor George Kelly said: "Steven has been working flat out with us and is gaining vital experience whilst on-site with our teams."

Andrew Fogarty added: "We are committed fully to providing meaningful work experience for young people, including new entrants to develop their construction and employability skills."



AYRSHIRE CHAMBER AWARDS WINNERS 2019



After a record-breaking number of nominations, James Frew Ltd were the winners of Ayrshire's Best Business of the Year (51+ employees) at the Annual Chamber Awards 2019. The organisation was also highly commended in the category of Developing Ayrshire's Young Workforce Award. In both groups, judges were impressed by the company's performance record, its plan for continued success and the way it differentiates itself from competitors. Their proactive relationship building with customers and suppliers and value-based partnership approach to developing people were central themes in both submissions.



James Frew Ltd is now one of the largest privately-owned building services companies in Scotland, providing integrated property solutions, including plumbing, heating, mechanical services, gas maintenance, and property upgrades for the public and private sectors. Based in Stevenston Ayrshire, Glasgow and Airdrie, they directly employ over 380 people, 45 of which are apprentices

The company has developed a robust approach to apprenticeship development based on three inter-related drivers incorporating technical skills, customer skills, and meta-skills. The James Frew Academy was established in 2017 to develop its young workforce and includes bespoke apprenticeship training, employee development, and leadership and management programmes.

Roddy Frew said: "This level of positive external recognition is very much appreciated, and we are most grateful to everyone who has invested their time and expertise in contributing to our continued success."

BEAT THE BOSS

Some of the first-year Modern Plumbing Apprentices at West College Scotland took part in a 'Beat the Boss' pipe bending competition against Managing Director, Roddy Frew, who once himself attended the college as an apprentice and learnt to bend pipes.



The class had split into small

groups allowing Roddy the chance to engage with them as well as assisting with their pipe bending skills. It was the first time for many of the apprentices to attempt bending pipes.



The competition also helps to build the confidence of apprentices and ensures they feel part of the team. It reassures them further that should they face troubles or difficulties, Roddy is there to lend a helping hand.

There are 15 new Modern Apprentices from Ayrshire, Glasgow, Edinburgh and Dumfries who will all acquire the skills and knowledge to carry out a successful career in the industry.

WE'VE TAKEN THE PLEDGE



SCOTTISH Business Pledge

James Frew Ltd. is committed to the Scottish Business Pledge.

The Scottish Business Pledge is a values-led partnership between Government and business. It is a commitment from the Scottish Government and partners, to support sustainable business growth in Scotland. It supports a shared ambition of boosting productivity, competitiveness, sustainable employment, and workforce engagement and development.

So far, 695 Scottish businesses have pledged. Andrew Fogarty said: "We are delighted to be part of a growing community of Scottish businesses who have pledged. The commitments within the pledge align very well with our approaches to building sustainable growth and achieving fairness, equality, opportunity and innovation."

JAMES FREW EMPLOYEE QUICKFIRE QUESTIONS - SAC



Full Name
Evan Bond

What is your job title?
Plumber

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Challenging, rewarding, satisfying

What do you like the most about your role?
Variety of work

Favourite hobbies outside of work?
Five-a-side football

Do you have a motto?
Don't take life too seriously

Favourite place in the world?
Florida

Best concert you have ever attended?
Stone Roses

Favourite family tradition
Christmas dinner



Full Name
Stuart McLung

What is your job title?
Joiner

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Challenging, exciting, busy

What do you like the most about your role?
Working well within a good team

Favourite hobbies outside of work?
Fishing and Autograss Rally in my own rally car

Do you have a motto?
Measure twice, cut once

Favourite place in the world?
New Zealand

Best concert you have ever attended?
Foo Fighters

Favourite family tradition
Summer BBQ with the family



Full Name
Scott Poole

What is your job title?
Plumber

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Busy, enjoyable, challenging

What do you like the most about your role?
Satisfaction of finished work

Favourite hobbies outside of work?
Football and walking my Labrador, Roxi

Do you have a motto?
Do it right

Favourite place in the world?
Spain

Best concert you have ever attended?
Wet Wet Wet

Favourite family tradition
Christmas dinner with family and Roxi



Full Name
Graeme Dempsey

What is your job title?
Joiner

What department do you work in?
Modernisation - SAC Contract

Three words to describe your role?
Busy, interesting, rewarding

What do you like the most about your role?
Fitting kitchens to a high standard

Favourite hobbies outside of work?
Manager of Galston United AFC

Do you have a motto?
Don't put off until tomorrow, what can be done today

Favourite place in the world?
Highlands of Scotland

Best concert you have ever attended?
Little Mix

Favourite family tradition
Christmas dinner with family



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