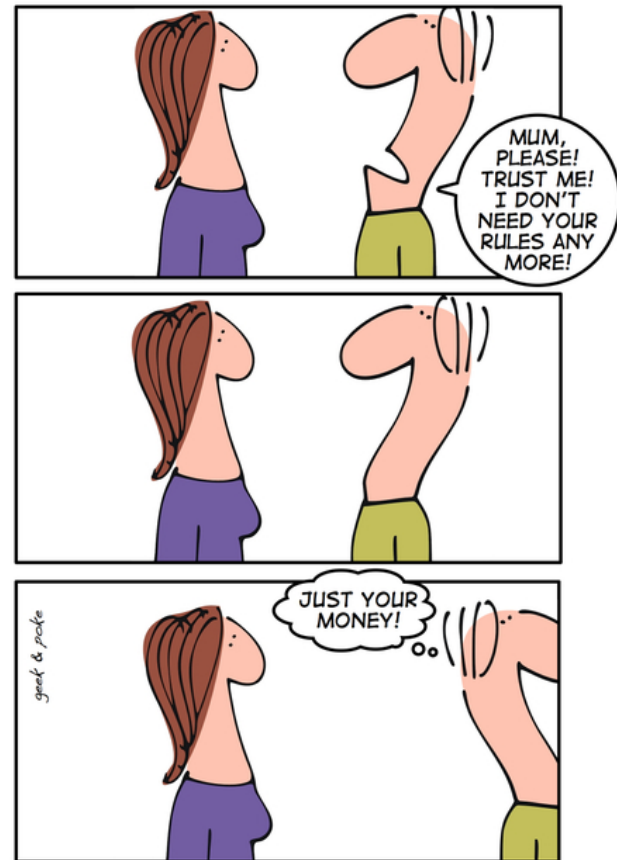
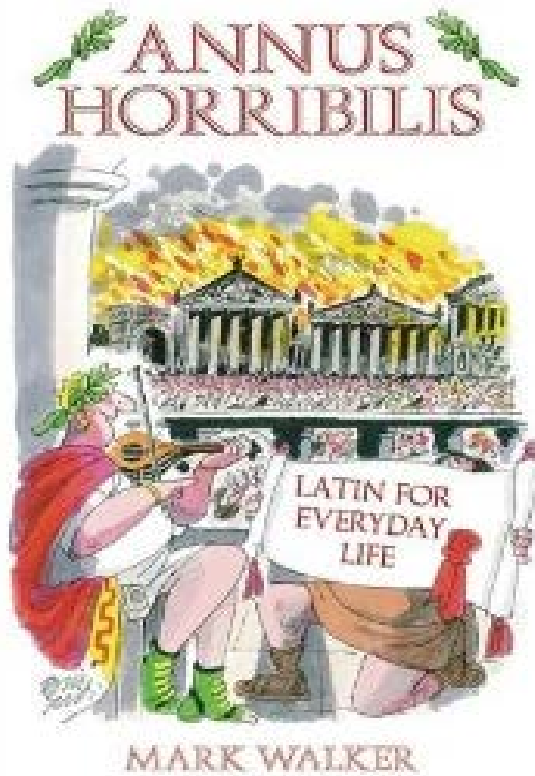


# No hard or fast rules:

The rise of the self-regulation era





SELF REGULATION



## The good days



- Shareholder value
- Year on year growth
- Investment in stock
- Decent Homes
- Partnering
- Employment and training
- Technology
- Supply Chain Value
- Quality and service – value for money
- Resident engagement



## The bad days



- April – Unemployment hits 16 year high of 2.5 million
- June – TSA abolition announced
- July – The World Cup!
- August – Audit Commission abolition announced
- September – Connaught collapses
- November – Rok collapses
- December - Localism Bill consultation
- 2010 q4 – Construction companies falling into administration = 565





## To 2012 and beyond



- Confidence in service providers
- Shareholder uncertainty
- Public Spending Review
- What will the HCA do?
- What does Localism mean?
- How will audit work?
- Can we make long-term decisions?



## Clients – issues and challenges



- Maintaining front line services
- Resident Expectations
- Delivering more for less
- Delivering less for less!
- Cost of a failed provider
- Financial scrutiny of service providers
- Locked into long-term contracts
- Bundled services – single supplier
- No benefit from reduced prices
- Self regulation – who pays?
- Bureaucracy





## Apprentice pledge

Ian Williams marked National Apprentice week by renewing its commitment that apprentices will represent at least five per cent of its workforce.

This reflects the company's long-standing commitment to employ and train apprentices across a wide range of trades.

Two of those already benefitting from the scheme are Lewis Jones and Simon King.

The pair, both aged 18, are into the second year of their apprenticeships with Ian Williams, spending one day a week at college and four days with experienced workers from Ian Williams' Cardiff base.

Already the duo are managing kitchen and bathroom improvement work contracted to Ian Williams, taking projects from the removal of the old units to the last detail of installing the new ones.

They believe the backing given by the firm to local young people is an invaluable boost as they start out in working life.

Lewis said: "Ian Williams was a company I had heard of locally who did apprenticeships, so I called them up. They explained how it worked and I went through

the interview process and was lucky enough to be chosen.

"It has been really good. Everyone I am working with is nice and I am learning a lot.

"I have always been interested in carpentry, and liked it at school, so am happy I can now do this training."

Harry Adam, director of human resources, said: "We believe in supporting the communities we work in and Ian Williams has forged

partnerships with communities by employing local people for the past 60 years. By showing a commitment to young people in the form of apprenticeships, they are more likely to show a commitment to us. This can only enhance the continued growth and success of the company.

"The retention of our trainees is very high, and by investing in further training after their apprenticeships, many individuals have progressed well within the company."

Ian Williams apprentice Ricki Gooding was runner up in the PDA's Apprentice of the Year award. This year Ian Williams has nine painting and decorating apprentices, from across the country, competing for this prestigious award. Good luck to them all.



## Service providers – issues and challenges

- Providing more for less
- Dwindling employment and skills
- Cost reduction
- Moving away from collaboration
- Outsourcing model is threatened
- Financial performance impacts on future success
- Maintaining shareholder expectations
- Greater independent audit
- Star Rating – Audit Commission
- Survival





**Never trust  
the teller,  
trust the  
tale.**

D H Lawrence

## Clients – opportunities

- Local decision making
- Meeting local needs
- Re-engineering procurement models
- Multi-supplier selection
- Benchmarking and CI
- Engaging with the Third Sector
- Tackling Youth Employment and Worklessness
- Apprenticeships v length of contract





## Service providers – opportunities



Boilers account for 60% of your energy bill



- Recession can drive Innovation
- Re-employing a skilled workforce
- Opportunities for local investment
- Investment in direct delivery
- Re-engineering to reduce cost base
- Failures have led to increased procurement activity
- Opportunities for SME's
- Share best practice to save money
- Experience will count for more



## Discussion – 3 Questions

1. What lessons have we learnt from this recession so far....?



### 2. How will localism affect clients and service providers?



### 3. What legacy will this leave?





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