

## Workshop 4a:

### Successfully developing a wholly owned subsidiary

Speaker: Luke Mitchell, United Welsh HA  
Mike Gammack, Mears Direct  
Chaired by: Karl Linder  
Room: Blenheim Room

 National Housing Maintenance Forum serviced by 

[www.nhmf.co.uk](http://www.nhmf.co.uk)

## Successfully Developing a WOS

### A Contractor's Perspective

Mike Gammack

  
 Making People *Smile*


## Scope of the service


<p><b>Year 1</b></p> <ul style="list-style-type: none"> <li>• Responsive repairs</li> <li>• Call centre provision</li> <li>• Client surveying function</li> <li>• Voids</li> <li>• Gas servicing and breakdown</li> <li>• Fire and emergency lighting</li> <li>• Estate improvements works</li> <li>• Grounds maintenance</li> <li>• Cleaning/Window cleaning</li> <li>• Caretaking and security guards</li> <li>• Renewables – Servicing</li> <li>• External decorating and repairs</li> <li>• UW office maintenance</li> <li>• Special projects team</li> </ul>	<p><b>Year 2</b></p> <ul style="list-style-type: none"> <li>• Aids and adaptations</li> <li>• Mortgage rescue</li> <li>• Empty homes project</li> <li>• Capital works programme – kitchens,</li> <li>• bathrooms, roofing, rewires</li> <li>• Receptionist service</li> </ul> <p><b>Year 3</b></p> <ul style="list-style-type: none"> <li>• New build</li> </ul>
---	--

  
 Making People *Smile*

## Meaningful Dialogue

- Dates for 11 sessions provided well in advance
- Specific topics for each session
- Efficient resource allocation
- Truly informed BAFO



  
 Making People *Smile*

## Mobilisation

- Detailed Plan and dedicated mobilisation team
- Phasing of work streams has worked
- Good IT is key



  
 Making People *Smile*

## Lessons Learnt

- Lots of Benefits
- Takes a bit more effort than traditional outsourcing – but worth it
- A good fit for 1 or 2 services and also for 17 services



  
 Making People *Smile*

## Lessons learnt

- TPC – keeps the Legals simple
- Don't overcomplicate it - Contractor's systems and responsibilities and risk / Client's employees
- Cultural alignment – Celtic Thread



## Questions

