

So What's Happening?

SWH's monthly newsletter

December 2014

Ben's Bit

It's at this time of year we tend to reflect on how the year has been for SWH. 2014 has been another exceptional year for the company. I thought it would be entirely appropriate to list some of the highlights and to thank everyone for their tremendous effort:-



- The welcome news with the award of the full extension to the contract to 2017 for both Highway and Vehicle Maintenance.
- Potholes, they just kept coming and we filled them all! And with the help of 'V works' we have delivered efficiencies which was recognised by the Department of Transport, with the highest award for the pothole fund from the Government in the country.
- We received several awards including the ROSPA Gold Medal for Safety, the nomination for National British Quality Foundation Customer Service Award and a finalist in the Devon Environment Business Initiative Awards for our reedbed and gully waste initiatives.
- A very positive Investors in People review which is down to everyone in the business – well done!
- We have welcomed many new colleagues this year (75 at the last count).
- We ensured all 346 of our LGV drivers gained their Driver Qualification Cards (enabling SWH to stay on the road).
- We've trained the 170th Apprentice and have become well known as a successful National Skills Academy for Construction.
- The growth in our Civils and Build teams continues and our Commercial teams have made a significant breakthrough into the healthcare sector, pricing £6 million this year from a standing start – well done!

The list for me could go on and on - the highlight for me has to be the safety statistics with both AIR and LTI rates well below target the best for many years. This is due to a determined effort by the whole Team where safety has been paramount with an overriding ethos of, "if a job can't be done safely then don't do it". All managers have lead from the front in this regard making Health and Safety their number one priority, with well-structured monthly meetings, comprehensive work programmes and a rigorous audit process we are positive that this trend will continue. However, being very conscious that there is no room for complacency we must continue to strive for improvement in everything that we do.

Well done to everyone and keep up the good work.

Enjoy Christmas and look forward to 2015 with a sense of pride.

A handwritten signature in black ink, appearing to read 'Ben'.

Annual holiday entitlement

We would like to remind everyone of the importance of taking your holiday entitlement before the end of each holiday year, which runs from 1st January to 31st December.

Requests for carrying over holidays into 2015 will ONLY be considered if you have taken a minimum of 28 days (which can include bank holidays) in 2014 and the maximum carryover is 5 days, which must be taken before the end of March 2015.

The exception to this is if you work over the 2014 Christmas break, in which case those lieu days can be taken anytime during the 2015 holiday year but are then subject to the normal carryover rules for 2016.

Christmas Payday: Payday this year will be Tuesday 23rd December



Vital Statistics	Jan - Oct 2013	Jan - Oct 2014
Days lost through sickness	3163	2708
Vehicle damage cost - via insurance claims	£95,370	£70,211
Vehicle damage cost - SWH fleet or on hire vehicles	£87,031	£55,752
Stolen plant cost	£24,152	£51,286
Fuel costs (diesel stored across SWH depots)	£2,456,000	£1,984,000
Days lost through lost time incidents	114	2
Lost time injury frequency rate (target 3.0)	4.11	1.45
Reportable accident incident rate (target 600)	856	226

Turkey Reminder

Below is a reminder of information and delivery times of this year's Christmas turkeys. Please note there have been some changes on last month's turkey timings.



There will be three main drop off points with onward deliveries being arranged by your Manager. You will be advised closer to the time of when and where to collect your giblets!

The turkeys will be delivered to the three areas on **Tuesday 23rd December**. Please note delivery times as shown. These times are approximate and for guidance only.

You will be asked for your signature when you collect your turkey. It will not be possible for turkeys to be collected on behalf of others, so if you are going on holiday please let your Manager know as soon as possible.

Your Manager will provide you with further details nearer the time.

Tiverton	07.30
Rockbeare	10.00
Ivybridge	2.00





This year we will be working on Christmas Eve and remain closed from that Wednesday through to the 5th January 2015. Managers are agreeing standby rotas with relevant employees to cover this period.

LONG STANDING SERVICE

This month we would like to recognise Area North Agent John Mudge's contribution to the company.

John celebrates an amazing 40 years with us, having started on 11th November 1974. Thank you John for all your hard work over the years.



Getting Festive

SWH will be hosting a 'Christmas Jumper Day' on 23rd December to get everyone into the festive spirit!

Over the past two/ three years we have witnessed the ironic rise of the Christmas jumper in all its gaudy and tacky glory.

In the run up to Christmas expect to see a flurry of reindeer embroidered knitwear with decorative baubles and brightly coloured tinsel - the more outrageous the better!

The pictures below will give you some helpful pointers on what to wear on the 23rd, think Mark Darcy from Bridget Jones's Diary and you can't go wrong!

We look forward to seeing you get into the Christmas spirit!



DEBI Awards

SWH were so pleased to have been shortlisted for a Green Goods and Services award from the Devon Environmental Business Initiative (DEBI). Representatives from the organisation visited SWH's HQ to see the innovative reedbed recycling facility, which has reduced waste, saved costs and increased biodiversity on the site.

Tim Pegler, Safety Health Environment and Quality Manager at SWH, said, "Sustainability is at the core of our business and we are delighted to have been shortlisted for this award".



Although on the night we lost out to 'Twool', we had a great time at the Met Office and received our very own certificate for our nomination.

Suggestions Worth Having

We are looking for a small number of volunteers to help us to get the innovations scheme working more smoothly and effectively and to reach across the business.

The panel is currently made up mainly of senior managers. We would very much like to change that and involve people from around the business to make an energetic contribution, at the same time involving themselves in a different environment.

The role would involve influencing and helping decide the company's consideration of suggestions and helping to apply those which are adopted. The role would form part of volunteers' work – it isn't expected that people would do this in their own time. Having said that, it shouldn't take a great deal of time. Please bear in mind that the company and its managers will need to agree volunteers bearing in mind working commitments but also the potential for development of the individuals concerned.



If you are interested, or would like to discuss the possibility further, please contact Andrew Plumber.



The Year in Pictures



Last month Nick Ford and his team at the Broadmeadow Employment Unit site, Teignmouth kindly took the time to show around 15 students from Teignmouth College. The students, who are currently studying for a BTEC in Construction, were given a tour led by Nick, Site Manager. The visit included a site induction, an introduction to all site personnel and their roles, an understanding of plans, construction type, followed by a Q&A Session.

SWH Build is currently constructing three-steel frame industrial units at the Broadmeadow site, which is divided into 11 self-contained units. Three of the units have been designed for offices, one unit has a

combined office/showroom warehouse split and the remainder are for light industrial. Works are on-going and currently involve carpentry, mechanical and electrical works. Ground works include drainage services, road construction and tarmac to roads and metal studwork and plaster boarding.



STARTERS & LEAVERS

Hello and welcome to:

Michael Gibbs - Civil Engineering Operative
Nathan Baker - Roadworker, Area North
Joshua Yeo - Roadworker, Area North
Jamie Place - Roadworker, Area North
Hannah Jones - Contracts Manager, Civils

Goodbye and goodluck to:

Nick Evans
John Whitfield (Dec)
Peter Voysey (Dec)



SWH Build - 2014

The Build team has had another good year, with the total sales having increased again to c.£10M. We have continued to work extensively across Devon, Somerset and Dorset, with the works being managed from our Rockbeare and Poole offices. The size of our team increased during the year, with a number of key appointments, who have not only contributed to this year's success but will be instrumental in our further development into 2015 and beyond.

This year's projects have been a little more varied than normal with previous years having been dominated by our works in Schools. Whilst we have still been working in Schools we have also been successful in winning and delivering an increased number of commercial and industrial schemes. In this sector we are currently nearing completion of the Highbridge Enterprise Centre for Somerset County Council, the Broadmeadow Employment Units for Teignbridge District Council, an extension to ProCo STS at Wellington [where we built the original factory about ten years ago], a new storage building for Hepco Slide Systems in Tiverton and a large production extension for Yeo Valley at their Blagdon plant.

In the education sector [to name a few] we have completed the improvement works at King Alfred School in Burnham On-Sea, an extension & refurbishment at St Mary's School in Bideford; a significant upgrade of the conference building at Poole High School; an extension at Pinhoe School in Exeter and a new two classroom block at Axe Valley School.

A while ago we decided to target the Health sector as we saw this as another potential market for us. This has proved to be successful with works having now been completed at Derriford Hospital in Plymouth, Shepton Mallett Hospital and we are currently working on a ward refurbishment scheme at the Nuffield Hospital in Bournemouth. With a number of other tenders in circulation we hope to continue this success into 2015.

The Poole office has had its first full year of trading and has exceeded its targets. In addition to some of the projects included above we have continued to carry out smaller maintenance / repair works for various Housing Associations in the area and works are currently ongoing in Bournemouth with an extensive refurbishment scheme to an existing multi storey car park.

As we close the door on 2014 we are already looking forward to the start of another busy year in 2015, not just completing the projects which are currently on site but also with a number of new projects which we have recently secured. We also hope to increase our working area and Client base with the opening of the new office in Plymouth, which will be open for business at the start of the New Year.

Thank you to the team for all their hard work during the year; it has been a good one!

Richard Towl – Build Manager

CCTV

The rules for the use of CCTV are covered by the Data Protection Act and the CCTV Code of Practice. These are legally enforceable and the company or individuals could be prosecuted if the rules are not followed.



What are the key principles for using CCTV?

All types of Images of people are covered by the Data Protection Act, and so is information about people which is derived from images – for example, vehicle registration numbers. Most uses of CCTV by businesses will be covered by the Act, regardless of the number of cameras or how sophisticated the equipment is.

The key principles for using CCTV are:

- The company must have a nominated Data Compliance Manager and must have clear procedures detailing how CCTV will be managed. Also how and when images may be disclosed.
- We must let members of the public know that they are being filmed with visible and readable signs. The signs must display our company details including contact details.
- Cameras should be sited to avoid invading privacy e.g. not looking through windows etc. Mobile cameras should be turned off when passing through sensitive areas.
- Images of identifiable people must not be disclosed to unauthorised persons, the media or put on the internet, etc.
- Public conversations must not be recorded.
- Images that are recorded must be held securely and only accessed by authorised personnel.
- CCTV equipment must be checked regularly to ensure that date/time stamps are accurate.
- Everyone has the right to request copies of any footage taken of them and, if the footage exists & doesn't include another person's details, it must be provided within 40 days.
- CCTV footage should be permanently destroyed when it is no longer needed.

Authorised Personnel

It is SWH Policy that in order to comply with the requirements of the Data Protection Act, only authorised persons will be allowed to view CCTV footage. There are a number of people who are generally considered to need routine access to CCTV images such as the Data Compliance Manager, CCTV operators and CLO's.

Others may be granted limited access by the Company Data Compliance Manager Phil Trenaman on a case by case basis. In such cases Phil will review the request to ensure that it meets the terms of the Data Protection Act.

Exeter Science Park

SWH Civils were accompanied by an East Devon MP this month to celebrate the next chapter in the Exeter Science Park's development.

Foreign Office Minister & MP for East Devon, Hugo Swire, joined SWH Civils at the Exeter Science Park today to celebrate the start of work on the park's climate cluster, where the Met Office recently announced their next generation supercomputer would be based.

SWH Civils has been appointed to build the road, which is due to be completed by April 2015 and work on the Met Office IT hall and collaboration space will start early 2015.

This phase of the scheme relates to the provision of infrastructure to facilitate the construction of two development plots known as 'Redhayes Cluster' and 'Ridgetop Cluster' at Exeter Science Park. It is proposed that the Science Park Scheme will create a unique environment for innovation and investment that will strengthen the regional economy.

Following the event Hugo Swire was given an update on progress on the other schemes in the Exeter and East Devon Growth Point. He met with representatives from SkyPark, and the E.ON Energy Centre before going on to tour Cranbrook to see for himself how the new community is developing, taking in the train station site, the neighbourhood shops and the education campus before meeting key members of the community at St. Martins Primary School.





Children in Need 2014

- We are pleased to announce that we have raised a fantastic £460.50 for Children in Need this year. This money was raised through Mr Guilbert's car wash, Liz and Jo's delicious bacon butties, Jerry Bricknell's infamous quiz and the 'Be a Hero' dress up day. There were also a selection of delicious cakes on offer which helped make a few extra pounds for the charity tin (and the hips!), including an indulgent chocolate cake made by Steve Guilbert's wife.
- Congratulations to Eddie Gribble who won the day's holiday much to everyone else's complete and utter disgust – enjoy!
- Thank you everyone for getting involved with such generosity – it'll make all the difference.



Compliments

Thank you and well done to all for your continued efforts.

Area North

“A big thank you to Alec Griffin and Dave Simmonds for their efforts in not only highlighting but clearing the seriously overgrown visibility splay at Cavie Crescent. The guys were both polite, courteous and professional”.

Resident, Braunton

“Thank you to the two cheerful hardworking fellows Graham Truepenny and Ken Heaman. I was promised the repair work would be done by 2015 so you are 4 months ahead of time! Well done to all”.

Brian Thomas, Ilfracombe

Area South

“Your operatives Gary Rogers, Neil Snell, Daniel Massey, Jamie King, Donald Ballard and Mike Hicks have worked so well over the last week and have done a great job”.

David, Compton

“Darren Squirrell and Colin Budd were lovely gentlemen; clean, tidy and explained what was happening”.

Resident, Southey Lane

“A big thank you to Dave Keeble and Graham Snell and the whole team for another seamless implementation of this years TTRO for Dartmouth Food Festival. It has been a pleasure working with you all during the year”.

Adam, Dartmouth Food Festival

“Thank you to John Branagan and Darren Squirrell for providing the signage for the Remembrance Parade. We are extremely grateful for the help provided”.

Tony Johnson, Kingskerwell



*SWH has finished resurfacing Old Liverton Road and now it is lovely and smooth, hooray!
#Liverton #Devon*

Compliments Cont...

“Thank you very much to Ian Bingham, Graham Snell and Dave Keeble for supplying the Road Closed signs and cones for our Remembrance Sunday parade. Delivery and collection of the signs was very prompt. Everything went without a hitch and the whole event was a great success. We are most grateful to SWH for their support and excellent cooperation ”.

David Southgood, The Royal British Legion, Yealm

Area East

“On behalf of the Honiton Carnival Committee I would like to thank all involved so much for the help and support you gave us during this year’s carnival. The help your staff gave us was invaluable and much appreciated. It’s great that we were able to work together to ensure the safe running of the carnival”.

Karen Wilson, Honiton

“A big thank you to Andy Brunt, Adam Downey, Paul Johnson, Dave Morris, Sean Moyse, Dan Titball, Ian Webb, Jonathan Pope, Nick Crocker, Anthony Rowe, Kevin Boston, Terry Hunt, Karl Hunter Marsden, Andrew Lock, Rob McGahey, Paul Frost, Paul Sinnott and Chris Pinnock for the road repairs and re-surfacing work that was recently completed on the Dunkeswell to Hemyock road. This road is one of the main ways in and out of Dunkeswell and is very important to both ours and other industries on the Blackdown Hills”.

Andy Roberts, Supa Cat

Area West

“John McNeil and Mark Walters were polite and helpful. They discussed the job with me and were interested in my views. They were as quiet as could be, did a great job and left the area tidy. I am very grateful that the work has been done. Thank you”.

Resident, Winkleigh

“The overall job was finished very well and we are really happy with the result. The workmen, Ken Woolacott, Tom Willoughby, Staveley Dawson, Ryan Dart, Lee Preston and Neil Taylor-Luxton were very polite and helpful”.

Mrs White, Bideford

“Ashley Knott and Phil Dunsford were very courteous to other road users and did not hold the traffic up for long with their vehicles. The road where they have been working is very clean and tidy. A great job, thank you. Ashley and Phil are a credit to your company and the Council as a whole ”.

Margaret & Les Merrison, Northlew

Compliments Cont...

“Sven Dawson and Chris Ashton were very hard working and wasted no time, they explained what they were doing which was pleasing - they are a credit to your company ”.

John Nolan, Chillaton

3 compliments received for James Clark and Martin Seeley including:
“Cheerful, friendly and polite. They took appropriate notice of our local info and did a great job ”.

Dr Fran Howard, Bere Alston



A staggering 42 compliments received for Ken Woolacott, Mike Stenniford, Kevin Wray, Staveley Dawson, Ryan Dart, Tom Willoughby and Lee Preston including:

“I was impressed how the workmen carried on with the work even when the weather conditions deteriorated. They kept us informed at all times and we never experienced any problems with access at all”.

W Priddis, Braunton

“I was very impressed with your workforce during the time they were working in our road. They were courteous and helpful. I have a lorry that delivers to me daily and your workers made a point of calling me to check when the lorry would arrive and how they could help so as not to delay me. This was very much appreciated.”.

Mrs Mitchell, Braunton

“I am disabled and the gentlemen who came to my door were very polite and helpful offering to help should I of needed to get over the payment. I was not aware of any noise or disruption. A great job! ”.

Jean Chapman, Bideford

Compliment Statistics October 2014

Division	Number of compliments received October '14
South (Ivybridge & Newton Abbot)	5
East (Exeter & Eastern)	5
North (South Molton & Tiverton)	3
West (Torrington, Tavistock & Okehampton)	55

Christmas E-card

For a fourth consecutive year we will be supporting Devon Air Ambulance Trust by sending our E-card in support of their charity.

A donation has been made via the JustGiving page.

