

## Somerset Square

The plaque opposite was erected after the successful completion of a partnering contract with the client, covering stone walling, fencing and footpaths.



## Training

Linda Lusted and Luke Boal - Defra course - an introduction to Fixed Penalties, Graffiti, Flyposting and Dog Control Orders.

Rob Birt has successfully passed his trailer driving test.

Vic Cross and Chris Hazzard successfully completed a Managing People Course.

Andrew Hearn and Ian Ellis successfully passed their PA1 pesticide exam.

Ian Ellis passed Level 2 Health & Safety in the Work Place.

Andrew Hearn completed a Time Management Course and more recently achieved his CS 39 qualification (Safe use of chainsaw up a tree).

## Congratulations

We would like to congratulate the following employees on the birth of their child and hope they do not have too many sleepless nights!

Robert Birt had a daughter, Skye born on the 12 January 2007  
 Alex Hart had a son, Oscar born on the 19 April 2007  
 Andrew Hearn had a daughter, Grace born on 8 May 2007

We would also like to congratulate Steve Tonks who is now the proud father to two boys through the adoption process.

## Follow these steps to win £25.00

Scan your local papers for advertisements for Grounds Maintenance Service contracts.

Cut the article out and send to Head Office or hand to your line manager. Don't forget to include your name and contract which you work on.

If you are the first person to tell us of an advert that leads to a new contract award then £25.00 will be yours.

## Competition Winner

Alex Hart based at our University of Sussex depot won the £10.00 voucher for the first correct answer drawn from the word search competition in the October 2006 issue.

## Mobile Phones

In our previous issue we advised that we were looking at mobile telephone bills and should anyone have been using these for private use to come forward and we would take into account their honesty. We completed this task and were shocked at the findings which has resulted in multiple disciplinarys being undertaken and the recovery of a significant amount of money.

During our analysis of call cost we noted that a few calls were to competition telephone numbers, which has now been highlighted in the press as being extortionately expensive. On investigating these bills we found that quite often it was not our employees but their partners, but ultimately the phone holder is responsible and will be treated accordingly.

One of the recent competitions was to name the two most common items found in a ladies handbag. The answer they were looking for was something like a rawlplug and spanner! So you can see the only winners are the people collecting the extortionate call charges.

We will continue to monitor this situation very closely and will take the appropriate action, but we must stress that mobile phones are supplied for company use and users must abide by the company phone policy. If in doubt speak to your manager about the phone and do not think that it is there for your personal use.



A Landscape Contract Manager trying to release water in footings for a path!

At the end of December 2006 we were unsuccessful with our tender submission for the grounds maintenance contract for South Bedfordshire District Council. Wyevale had been working on this contract for the last seven years. Our employees on this contract transferred to the new contractor (John O'Conner) with the exception, we are pleased to say, of Carl Shirley who transferred to our Runnymede Contract as a Contracts Supervisor.



  
**Wyevale News**  
 Wyevale Landscapes  
 Wyevale Grounds Maintenance

Upper Buckover Farm,  
 Buckover, Wotton-under-Edge,  
 Gloucestershire GL12 8DZ  
 Tel: 01454 419175 Fax: 01454 412901  
 Email: Wyevale@wyevale-landscapes.co.uk

# Wyevale News

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## Gardens damaged by Vandals

Vandals ran amok in the beautiful Southover Grange Gardens in Lewes which are maintained by the company and are very popular and well used area by the public.

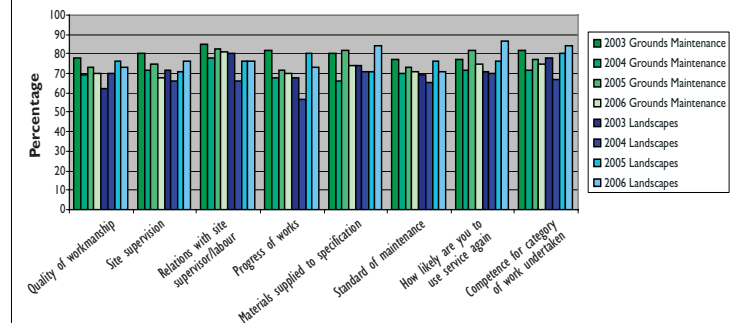


The damage included pulling up plants, breaking topiary bushes off at their base and a 10ft specialist olive tree being pulled out of the ground and thrown into the Winterbourne Stream, along with heavy pieces of wood from a recently felled tree.

## Quality Assurance

As previously reported the company sends out a Quality Assurance Questionnaire to our clients to obtain an insight into how our service delivery is perceived each October. We continue to ask the same questions, where possible to the same clients year on year to allow for a comparison on how we are performing and whether there is any change from the previous year.

Responses to Quality Questionnaires 2003-2006



As can be seen in the graph above the landscape division is slightly up with grounds maintenance falling slightly on the 2006 figures but overall a very consistent high level of satisfaction is being achieved. The objectives for the forthcoming year will be to maintain the landscape division at the current level and improve the grounds maintenance division. The next survey will be sent out in October of 2007.

In March we had our annual external audit by NQA who spent three days looking at our systems, both management and environment, by checking files, looking at objectives, etc and spent one day out on a contract doing the same. This year it was the Lewes contract's turn. It is pleasing to advise that only two non-conformities were identified across the whole company and the auditor commented on the tidy and well organised Lewes contract.



## Gloucester South West Bypass

- planting undertaken by Wyevale during 2005/6

## Ten Facts about Annual Bedding

1. Wyevale Grounds Maintenance contracts grow each year in excess of 200,000 bedding plants for a range of clients. In addition we supply over 50,000 bulbs.
2. In total the company plants over 500,000 plants and 100,000 bulbs each year.
3. Virtually all plants grown by the company are raised in peat free compost consisting of coir, wood mulch and green compost in various proportions.
4. The planting schemes are in the main determined by our clients but we have done and can do a design service.
5. There is a move towards more sustainability and we have adopted a range of measures such as permanent dot plants, use of grasses and other water tolerant plants for example.
6. The window for the changeover between spring and summer bedding is very tight with all plants being removed and planted within a month. The warmer weather also means the timing of the change over is becoming earlier in the year.
7. The majority of plants are composted which is often used as an ameliorant on the flowerbeds in question.
8. The maintenance is highly intensive and utilises a large amount of water although we are now using water collected from water troughs and grey water sources. In addition we incorporate water storage granules to retain water applied.
9. The company has achieved various awards on numerous occasions the most recent being last year when we won a South West Britain in Bloom award and a European Bloom award on two of our contracts.
10. An increasingly popular dot plant is the Caster Oil plant (*Ricinus carmenica*), very poisonous if it goes to seed, which can happen in very hot summers, which has recently occurred.

## Health and Safety News

Many thanks for those who took part in the Health & Safety knowledge test. The best score to date is 18 out of 20 so we are still waiting for someone to score 100%. I am pleased to say that no one scored less than 10 so there obviously is a reasonable level of knowledge generally across Wyevale staff. A special mention should go to the employee who thought a 'near miss' was a proposal of marriage - the person in question otherwise scored quite highly so he obviously had other things on his mind! For those employees who have yet to have a chance to take the test, this will be arranged as soon as we get through the busiest period.

Our intention is to repeat the exercise next winter with this time basing the questions around environmental issues. There is therefore the opportunity to swot up on ISO 14001 beforehand!

In the first 4 months of this year there have been 19 accidents or dangerous occurrences. This is slightly above what we would expect so please be as careful as possible. It was noticeable in the early part of the year they related to slips, trips and falls, I guess not helped by all the wet weather. We are now seeing more strimming incidents (4 to date) and this continues to be the greatest source of injuries, albeit mostly of a minor nature. Take care when strimming!

The most serious incident occurred when someone swerved into an oncoming car when trying to avoid a pheasant. Thankfully no one was hurt and rumours that the individual was trying to kill off the client officer who was in the passenger seat have yet to be verified. The pheasant apparently also escaped unhurt although, alas, the two vehicles did not. However much we may like wildlife it's probably better to injure a bird than risk your own safety.

## Financial Update

We have reached the six month stage of the financial year which has had mixed fortunes for the company.

The Landscape Division as expected has not had the strong performance achieved last year nor has it matched the budget. We continue to tender for work but there has been a noticeable slow down from local authorities, which is our largest market segment. The extremely wet weather in November through to January has frustrated works and has caused a significant rise in costs.

We continue as always to look at our markets and have started to develop our design & build service, which has seen a significant increase in sales. The second half of the year is usually quieter but we have noticed an increase in tenders from our preferred market and are hopeful of making up some of the lost budgeted revenue before the end of the financial year in August.

The Grounds Maintenance division has seen a small decrease in sales with the loss of South Bedfordshire District Council contract and omissions by clients due to budget constraints are the primary cause. However notwithstanding this we are on budget and by tight cost control we have managed to increase profitability such that we are ahead of last year and budget.

The second half of the year is always the stronger for grounds maintenance when three-quarters of our turnover and profit is achieved. In the early months of the second half of the financial year the benign weather has assisted us but we recognise that it is unlikely to continue.

## Contracts Update

### Wyevale Landscapes

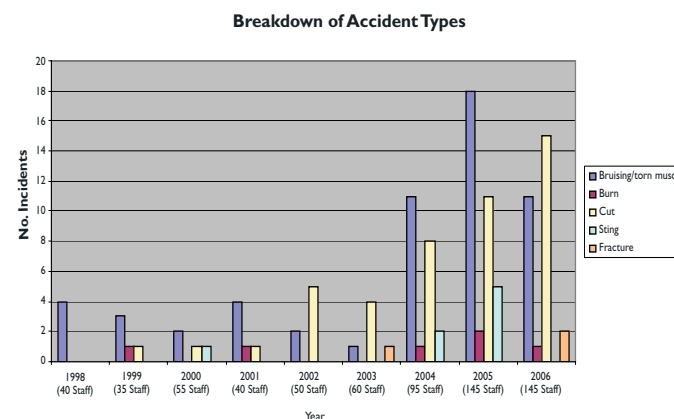
Wyevale Landscapes have won many contracts since the last edition of the Newsletter and we detail a sample.

Job Title	Brief Description	Architect/Client
Central PATA, Hereford	In excess of 10,000m <sup>2</sup> of turfing to the SAS training base with all the security constraints one would expect.	D20/MOD
Wantage Business Park, Oxford	Design & build of a retail park covering soft landscaping.	Glenmore Investments
Glenmore Centre, Sandleheath, Hants	Soft landscaping of a business park.	Glenmore Investments
Beaconsfield HWRC	Soft landscaping of a waste transfer site.	Jacobs on behalf of Buckingham County Council
David Lloyd Leisure, Swindon	Design and build for the soft landscaping of a new leisure centre.	Willmott Dixon
The Point, Woodley, Reading	Soft landscaping and fencing of a new business park.	Thomas Vale
North London Collegiate School	Soft landscaping following building works at this prestigious private girls school.	NVB
Hartwells, Longwell Green, Bristol	Soft landscaping to a new garage.	Dean & Dyball
New Residences University of Sussex	Extensive soft landscaping including semi-mature tree planting and fencing.	Haymills/University of Sussex
Walsall Town Centre Transport package	Extensive soft landscaping to an inner ring road.	Norwest Holst/Walsall Metropolitan Borough Council

### Wyevale Grounds Maintenance

Wyevale Grounds Maintenance has been successful in retaining the Isle of Wight Schools contract, Medina Housing contract and securing a new contract with Gloucestershire County Council for South Cotswolds Area Schools. Unfortunately even though St Albans, Medway and East Sussex County Council entered into dialogue and we came very close on two of these bids we were not successful.

## Loss of Time



During 2006 there were 29 reported incidents of which involved three people being off work for three days or more. This represents a 4% decrease on the figures for 2005 against the same number of employees. Obviously we would like to see a bigger drop in the number of accidents so would remind everybody to take care when ground conditions are slippery and ensure your surrounding workplace is kept tidy so that no trip hazards occur.

## Childrens Hospice South West

The Childrens Hospice has been fundraising for three years to provide an additional facility for children with terminal illnesses and their families



near to Bristol. These families need special support as the current facility near Barnstaple could not cope with the increasing demand. The Hospice was able to buy Charlton Farm at Failand, near Bristol from the National Trust when they sold parts of the Tyntesfield Estate. The development of the farm into a suitable facility took £15m with the creation of additional accommodation and the conversion of existing outbuildings into living, playing and teaching areas. Wyevale staff have contributed with some fundraising events and Jim Lindsay was invited to view the facilities in February prior to their opening in April 2007. As can be seen from the photograph it was probably not the best day to have an open day with a layer of snow covering the ground but nevertheless the buildings are very impressive and hopefully will bring some happiness to the families who use these facilities.