

Chairman's New Year Message



It is hard to believe that it has been 12 months since I wrote my last New Year message and it seems to have gone by so very quickly. In my last message, I said that 2018 would be a challenging year, not realising quite how challenging it would be.

We have had a tremendously busy year, our turnover significantly increasing, new staff were appointed and applying and obtaining all 9 Government Frameworks achieving some of the highest scores of all applicants. We have also been busy preparing for and have applied for the internationally recognised ISO9001-15 quality accreditation which has involved a series of external inspections, the last being just before Christmas. I am delighted to report that the external assessor has recommended us for accreditation and we hope to be fully awarded early in the new year.

Our team has worked exceedingly hard to gain these awards. It is not simply about filling in lots of application forms, it involves significant investment in our infrastructure including, staff development and time, IT systems, new structures, processes and procedures as well as new equipment and other supporting accreditations such as Cyber Essentials. However, the most important thing is that we have been able to demonstrate to a series of external bodies that we continually deliver positive outcomes over a number of years in a wide range of disciplines and markets.

As Chairman, I have been directly involved in these applications. I know how challenging it has been, so I would like to thank every member of our team for their hard work, dedication and professionalism in helping us to achieve these outstanding results. We will continue to drive to improve these outcomes by continuing to invest in our people and infrastructure as well as listening, learning and fulfilling to the needs of our customers and partners.

We also know how challenging it has been for our partners, particularly those in the public sector with demand for services increasing with limited resources, both human and financial, as well as being distracted by Brexit. We sincerely hope that 2019 will provide a lot more stability to enable us all to plan with more confidence in order to improve services to the communities we serve. We are now supporting a number of communities with their drive for further integration and we continue to expand our work overseas.

Again, on behalf of the Board, I would like to thank all our staff, customers, partners and suppliers for their hard work, support and dedication throughout 2018. I really hope 2019 is happy, healthy and rewarding for you, your families and to the communities we all serve.

David Poynton Chairman

30th December 2018

