

Quadron welcomes the Teignbridge contract...

Quadron are now responsible for the maintenance of Green Spaces all over Teignbridge, including approximately 400,000 square metres of grass, 20 sports pitches, 3 bowling greens, 40,000 square metres of hedgerow, 1,500 square metres of flower displays and 25,000 square metres of shrub beds.

As well as this, Quadron has also committed to providing a range of value-added services, of which Councillor Anne Fry, Teignbridge Executive Spokesperson for recreational services said:

"To secure such a financially competitive deal which saves taxpayers money would in itself be cause for celebration; but with the added bonuses of apprenticeships, recycling schemes, an early-morning clean-up squad, a regenerated community glasshouse, and training and support for local charities and community groups; we're thrilled with the value this new contract brings."



Teignbridge Team: As of the 1st December 2010 Quadron has welcomed 12 new employees who have transferred under the Teignbridge contract.

...and celebrates the successful re-tender of the Wokingham Contract for the next five years



Quadron had another great year during 2010, adding even more awards to the collection. Following on from the successes of 2009, awards were picked up from BALI, In Bloom and...

Dulwich Park in Southwark won a National Award in the grounds maintenance of a public site category at the 2010 BALI Awards, following on from Quadron's previous successes in 2008.

The site has generated many compliments from local residents and visitors, and there is strong local interest from volunteers who offer enhanced maintenance and get involved in planting activities.



Quadron working with a volunteer group at Dulwich Park.

RHS BRITAIN IN BLOOM

Quadron has worked with its Clients, local communities, businesses and tenant organisations to achieve increasing year on year success at the In Bloom Awards.

Kensington and Chelsea, Southwark, Kingston and Hammersmith and Fulham all won awards in 2010.



The Green Flag Award has been given to more public green spaces thanks to the help of Quadron staff.

Brimmington Park in Southwark, Cremona Gardens and Gunnersbury Cemetery in Kensington and Chelsea, Ward End Park in Birmingham, Normand Park in Hammersmith and Fulham and Canbury Gardens and Church Fields in Kingston were all awarded Green Flag Status.

Don't forget to visit our website www.quadronenvironment.co.uk

Stories or articles are welcome – send brief details and photos to jo.daughtry@quadronservices.co.uk

And check out the new intranet!

Company developments outlined at the half yearly managers' seminar at Farnham Castle

Quadron held its half yearly managers' seminar at Farnham Castle in December.

Managing Director Clive Ivil summed up the team's success during the year to date but cautioned managers against complacency in the face of looming local authority budget cuts.

Clive outlined the action taken so far to work with clients proactively to manage the process of budget reductions, including an "away-day" at Kew Gardens which most clients attended to brainstorm and compare ideas and approaches to the issue. The role of the Horticultural Development Managers is becoming increasingly crucial in developing community links and sourcing alternative funding, as is continuing our well established links with Groundwork to provide community benefits to supplement the declining contractual services.

Feedback from the recent managers' questionnaire was presented. Notably, 100% of respondents said they felt they could develop their contracts commercially by taking on additional work. This enthusiasm is welcomed as it will be a vital step to counter the loss of local authority income over the next few years. A new Business Development Administrator has been taken on to assist managers with preparing small bids for local businesses and facilitate the diversification of our customer base.

Next year's budgets rely on this additional income to maintain current resource levels and everyone at every level in the company has an important role to play to achieve this.

Aly Dickinson, Senior HR Manager, emphasised all managers' roles in the success of the company and described the progress made within the HR department to become more closely aligned with the needs of the business. Achievements during the year include the introduction of the Employee Assistance Programme and new recruitment processes. Response to the Sunday Times Best Companies survey was at an exceptionally high level for a first time entrant, showing just how much all our employees care.

Other topics of the day included the on-going training programme. Training Manager Elaine Callaghan spoke about the success of the new Lantra-Awards accredited in-house trainers, and future developments including an exciting new e-learning package for all staff.

Jo Pryor presented progress on ISO accreditations to date. We expect to achieve ISO14001 (Environmental) accreditation by July 2011, closely followed by ISO18001 (Health & Safety) then ISO9001 (Quality). These accreditations will be external evidence of the company's commitment to a sustainable quality environment.

Employees of the Month

April 2010

Nathan Mills, April 2010, Team Leader, Southwark. "A very strong motivator, works very hard!"



May 2010

Phil Holland, Head Gardener, Aston Park, Birmingham. "Very committed, shows good initiative and produces a high standard of maintenance"



June 2010

Rob Brixey, Grounds Maintenance Operative Medway. "Extremely helpful, takes days out to teach others"



July 2010

Roger Clark, Grounds Maintenance Operative, Mendip. "Quite outstanding"



August 2010

Paul Welch, Team Leader – Supervisor, Hastings. "40 years excellent service"



September 2010

Brian Davis, Grounds Maintenance Operative, Birmingham. "Extremely committed and always puts himself out"



October 2010

Nicky Patterson, Team Leader, Medway. "Extremely professional"



Please, tell us what you think...

Quadron prides itself on involving and consulting with all stakeholders. One of the most important stakeholder groups is you, our employees.

Without skilled, motivated and enthusiastic staff Quadron will not achieve excellence in customer service. We welcome your feedback and ideas for service improvements and ways of improving customer satisfaction levels. Please email staffcomment@quadronservices.co.uk to pass on your views and suggestions. Alternatively visit our web site and complete the on line feedback form. **Thank you!**