

WINTER 2012

LIFE IS THE NEWSLETTER OF  
FRANKHAM CONSULTANCY GROUP

11

Celebrating  
**30**  
Years  
1982 - 2012

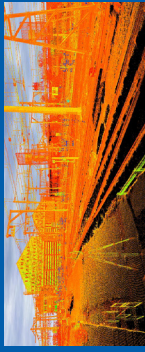
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CASTLE MILL - OXFORD



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ILFORD DEPOT



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LAMBOURNE PRIMARY SCHOOL



9

ST. ALDATES CHAMBERS - OXFORD



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WEALDEN D C



LIFE

A WINDOW TO THE WORLD OF FRANKHAM



## STRATEGIC GROWTH

Framework awards and  
project commissions

## SPECIALIST SERVICES

The march of BIM

## INNOVATION

System build and  
modular success



FRANKHAM



# STEVE FRANKHAM

## LIFE

2012 has in many ways been a very special year for us all in the UK, we have had the Queen's Jubilee celebrations and discovered a wealth of sporting heroes within British teams who have had fantastic successes in football, cricket and cycling to mention a few. Our Olympic Team also did our Country proud. It just goes to show what can be achieved when investment is available and investment in the construction industry is paramount if we are to maintain the future of the talented people we have in our industry.

It has also been a special year for us all here at Frankham because it's our 30<sup>th</sup> Anniversary, a milestone in the Company's history. During this year we have seen our world and industry become a challenging place. Margins have fallen and the demands have become greater and as we all look to reduce our costs and drive in efficiencies we have to ask at what price? My fear is that our companies will be starved of investment and we will all think twice about investing in the next generation of Surveyors, Engineers and Architects, which can only make life worse for the numbers of young students and post graduates who are currently out of work. It is a sad reflection of the current climate that the future doesn't look bright for young people wanting to build their career in the construction industry.

We all strive for efficiencies in our business and we recognise that our statutory and government bodies also need to follow suit, but it's nonsense when cuts are being made to departments that generate work. When so many schemes appear to be delayed in the offices of Town Planners, under resourcing these departments just doesn't make sense if the Government want businesses to invest! How can the commercial world help the economy when potential work streams are sitting in Town Halls waiting for approvals?

On a more positive note we at Frankham are committed to investing in our young people and in the last twelve months we have been very proud to see that our commitment to training and development continues to bear fruit and so are very pleased to congratulate the many staff shown on page 19 for achieving their goals.

With regards to investment in Frankham's future we are now well underway with the introduction of BIM into our business with Richard White at our Oxford office being appointed as our BIM Manager. We have also invested in further laser technology as we drive BIM throughout our business.

We are very keen to share our BIM progress with our clients and welcome the opportunity to share our experiences and so please do not hesitate to contact Richard for further information or to exchange ideas.

It is also pleasing to see that our teams have been busy winning new frameworks. In the last six months we have had numerous successes, shown opposite, some of which mark a major step forward in the long term growth of the business.

Since our last Life Magazine my long time friend and co-director Mike Healy has retired from the business. Mike and I met in 1976 working as young surveyors at Bexley London Borough. Mike joined the company and I in 1989 and during this time he has not only been a dear friend but also a true professional; much of our business growth has been down to the support and loyalty that Mike has given me over the years and I cannot thank Mike enough and wish him every happiness for the future.

I would also like to thank my staff who have been so loyal during these challenging times and also our supply chain that support us on a daily basis. We would also like to thank everyone who has been so generous towards the fundraising events we have organised. Frankham has a passion and commitment to CSR and with that we have continued to throw our efforts into fundraising. Our Great Britain Ball recently raised a further £52,000 and we have just held our annual Fundraising Lunch which raised a further £46,000.

The success of our fundraising has allowed us to present our first bus to The Priory School in Spalding and our second bus, has now been presented to The Village School in Kingsbury, London Borough of Brent. We are also ready to purchase our third Bus for a local special needs school in Kent.

So, as we always say, life goes on and we welcome your feedback, warts and all. We will continue to do our utmost to provide our clients with a first class service.

Finally, can I wish all our clients and their families a fantastic holiday and a really happy New Year.



**Steve Frankham**  
Chairman

“ WE WILL  
CONTINUE  
TO DO OUR  
UTMOST TO  
PROVIDE OUR  
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FRANKHAM

LIFE

## MAJOR SUCCESS ON THE PAN LONDON FRAMEWORK

Frankham Consultancy Group had unprecedented success on the London Construction Programme CRCS 2012 Framework. We are the only consultant on all three multi-discipline lots and are also placed on the CDMC and BREEAM lots. The Framework has been established by a group of London local authorities to develop a pan-London strategy that improves construction procurement. Enfield, Barnet and Haringey are the core Boroughs, with 21 authorities now signed up to its use. As this framework is available to London Boroughs, Schools, Transport for London, Metropolitan Police Service, Social Landlords and ALMOs its usage is set to grow.

Participating authorities have the advantage of inherent efficiencies built into LCP's Framework Agreements and Contracts in the form of cost control, quality of outcomes, process standardisation and performance management.

For more information see  
<http://lcp.g2b.info/index.html>.

## OTHER LOCAL AUTHORITY AWARDS

We have been appointed to London Borough of Lewisham's Architecture and Mechanical and Electrical led multi-discipline frameworks, together with individual services of building surveying, quantity surveying and employers agent.

Additionally, Frankham RMS has been appointed to Lewisham Homes as sole provider for Fire Risk Assessments for the next five years.

Frankham has had other Local Authority framework success this year with Central Bedfordshire Council, Croydon Council, London Borough of Richmond Upon Thames and Surrey County Council, whose framework extends across all members of the Surrey Collaboration project.

## HEALTH AND HOUSING SUCCESS



A number of teams are contributing to the winning streak, such as the Cost Consulting and Project Management team securing appointments with Peabody and Sentinel Housing Associations and Group wins for A2Dominion in Architecture and Southern Housing for Building Surveying and Risk Management.

As well as being appointed for various services to frameworks for Buckingham Healthcare and Southend University Hospital NHS Trust, Frankham is delighted to have been appointed to the NHS

Shared Business Services Framework for Architectural and Quantity Surveying services, allowing our health clients to easily source Frankham for the provision of design services.

Other new appoints for 2012 are with University College London and Network Rail Commercial Services Framework.



**The market is seeing an increased use of MMC systems, pre-designed solutions and modular products. Frankham has designed and worked with contractors on a number of projects where we have specified a system-build solution, managed the quality and overseen site delivery:**

## LIFE

### CASTLE MILL, OXFORD

This £20 million student accommodation project for Oxford University is large but comprises a repetitive design of six similar blocks of five storeys. Frankham was employed to design a building layout and the tender specification Frankham put together asked for an innovative, yet practical system that would meet the client's vision of creating a less site labour intensive means of delivering a higher quality building.

The constrained site is adjacent to Network Rail land and the restricted access has resulted in innovative design solutions being applied to the project.

The Design team introduced the unique

Fusion framing system as it was felt by the team that a better solution could be achieved by rethinking the whole build process including logistics from the very start.

The system is a highly insulated, acoustically performing pre-fabricated modular construction product that had to be transported to site in manageable pieces on a lorry to be assimilated quickly, limiting the usage of cranes. Castle Mill is designed to achieve 'BREEAM Excellent' status and the steel and EPs insulation in Fusion's frames are both 100% recyclable. The EPS insulation is actually 98% air and the remaining 2% contains no CFC's or HCFC's.



### PRINCESS ROYAL HOSPITAL MODULAR THEATRES

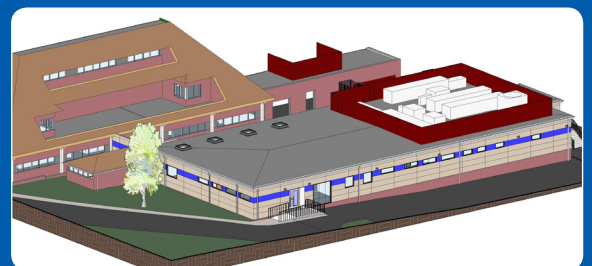
**For Brighton and Sussex University Hospitals NHS Trust**

Frankham Architects and Structural Engineers are currently working on a £3 million scheme to design and deliver a two theatre Day Surgery Unit at the Princess Royal Hospital.

The theatres are required within a tight timeframe, so traditional construction is not an option and it is identified that a temporary building for a period of five years is required. The identified solution is to use modular construction, with the key advantage of off-site construction being the high level of quality achieved within a factory environment, eliminating the site issues of quality and infection control sign off.

Frankham has been working with the modular manufacturer to find the best and most economical solution for the building, the site constraints are complicated by its position relative to the existing building and the height difference in floor levels together with the topography of the existing site. Existing services are located beneath the building footprint, some of which will require diversion, in order to accommodate the foundation bases.

To facilitate the planner's concern over the temporary loss of car parking on the site, existing buildings are to be demolished to allow the construction of a new 60 space car park. Our Architects led the process with the Planners and Strategic Development Planning team to ensure pre application discussions were used to minimise the planning process required to meet the programme.







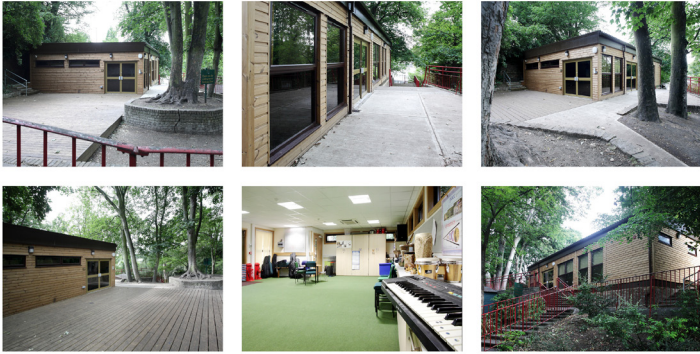
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## LEWISHAM BULGE – MODULAR SOLUTION

Frankham provided Lead Consultant, Employer's Agent, Quantity Surveying and CDM Coordinator services for the rollout of 14 modular classrooms to accommodate a bulge intake for 24 schools. It was agreed,

From the initial brief through to appointment, the Frankham team worked closely with the client identifying the performance criteria and design of the modular units.



In collaboration with the contractor, planning applications were made and the conditions dealt with to facilitate an early start on site. Ensuring completion of the projects was on time and within budget.

During the manufacture of the units, visits were made to the factory to review progress and quality. Frankham worked closely with the client's education and legal teams to agree the overall

following an extensive review of options, that the most efficient procurement route would be the selection of a single design and build contractor to deliver the programme of classrooms through modular off-site construction.

design concepts, agree this with the various schools and then formalise the terms of the contract.

The finished product is flexible and achieves a BREEAM 'very good' standard.

## THE VILLAGE SCHOOL, LONDON BOROUGH BRENT

As part of The Village School's wider project to replace two schools and create an all through 235 pupil, 4 – 19 age range SEN school, it was decided that the temporary decampment project would be delivered through a system build pre-fabricated method.

The Frankham team developed the brief after client, user and stakeholder engagement and the outline design and specification was developed under the relevant *Building Bulletin* guidelines. We worked alongside the Town Planners to achieve the necessary permissions. This formed the basis of the contractor tender documents and the Frankham team, reviewed the received tenders and each Contractor was interviewed.

Frankham specified the cladding of the building, the choice of which was critical in striking a balance in providing an innovative appearance whilst respecting the context of the existing surrounding buildings, and internal finishes including floors, walls, ceilings, doors and sanitaryware.



This enabled us to produce an environment within the school that is interesting and welcoming to the children and staff whilst mindful of the impact the materials would have on the school's legacy requirement.

The landscaping specification was designed to reduce the impact of the construction on the existing surroundings, a condition of the planning approval. It also provided the required soft and hard play facilities and a modern practical external environment that is transferable for the legacy project.

The decant accommodation was completed to programme over a period of 8 months.



## LONDON BOROUGH OF HOUNSLOW

**London Borough of Hounslow appointed Frankham Projects and Frankham Consultancy Group to undertake a site value enhancement exercise on a number of sites earmarked for disposal.**

Through the gaining of detailed and outline planning consents across the four sites, London Borough of Hounslow was able to significantly enhance the value of their land assets prior to disposal which gave sales receipts with a blended uplift on existing valuation assumptions of 42%. Following the Council's disposals, Frankham was appointed by the eventual purchaser to make further changes to the schemes bespoke to the purchaser's aspirations.



## MAIDSTONE HOSPITAL

Frankham Projects, the development consultancy and management company within the Group, has undertaken a project with Maidstone Hospital to realise enhanced development value of the site prior to disposal.

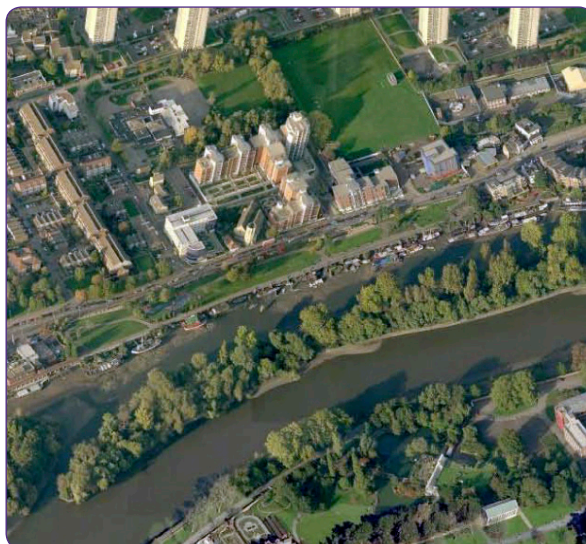


An in-depth analysis of key value drivers delivered a strategy allowing the Trust to benefit from an approximate 35% uplift in residual land value through the outline planning process. We are now part way through the design and disposal stages to ensure the Trust is in a position to dispose of the site and receive sales receipts before the close of the financial year.

A detailed study was undertaken to inform the Trust's preferred disposal route prior to commencement of value enhancement works. It was agreed that a phased disposal process of the sites, benefitting from the development precedence of outline planning permission for a large residential scheme, delivered in stages would provide the Trust with the optimum return on their land and in excess of previous red-book asset valuation exercises.

The project is currently moving through the design stages with marketing to follow shortly after to achieve an anticipated disposal at the start of the new year.

## WATERMAN'S GARDENS



Frankham Projects and Frankham Consultancy Group are currently working on a pioneering scheme for the London Borough of Hounslow to redevelop a waterfront area of the River Thames into houseboat moorings for 23 vessels.

The project, in partnership with the Port of London Authority will regenerate an area of parkland near to Kew Bridge currently suffering from a number of illegal moorings, in-situ contamination from previous uses of the area and some sunken or derelict boats. The scheme has the opportunity to provide the council with a significant revenue stream whilst rejuvenating a culturally important area of Brentford.

The project is expected to take around two years to develop and will provide an on-going revenue stream for the Council over the next 30 years.





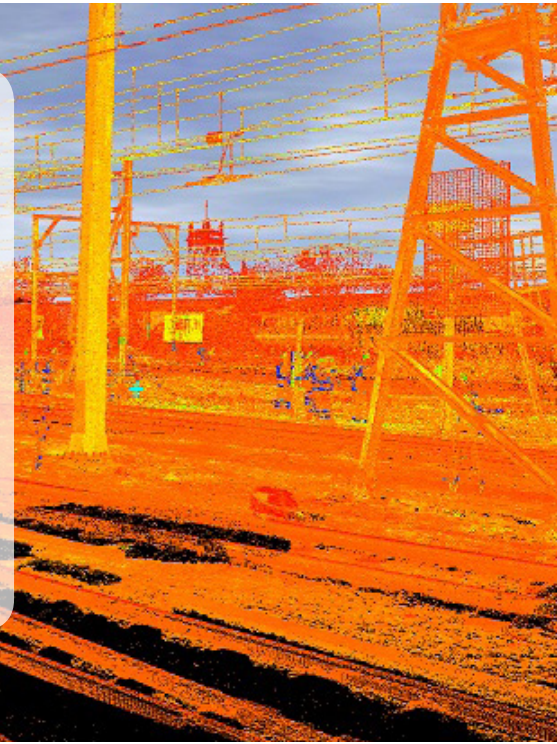
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## ILFORD DEPOT

The Ilford Yard Stabling Project design is to provide stabling for Crossrail rolling stock along this north eastern section of the Crossrail network. The works will involve the demolition of some of the existing Ilford Depot facilities, to make way for the proposed Crossrail stabling sidings and location of new facilities on the Ilford depot site. Frankham Consultancy Group undertook topographical and intrusive surveys to form an input to the GRIP stage 4 multi-disciplinary design undertaken under Crossrail to make this area the location of their Eastern Stabling Facility.

The following surveys were undertaken by Frankham: Topographical, Ground Investigation, Building Structural Condition Survey, Hazardous Materials, Drainage (CCTV), Utilities and Buried Services, Background Noise and Domestic Electrical Power supplies to the Ilford Depot.



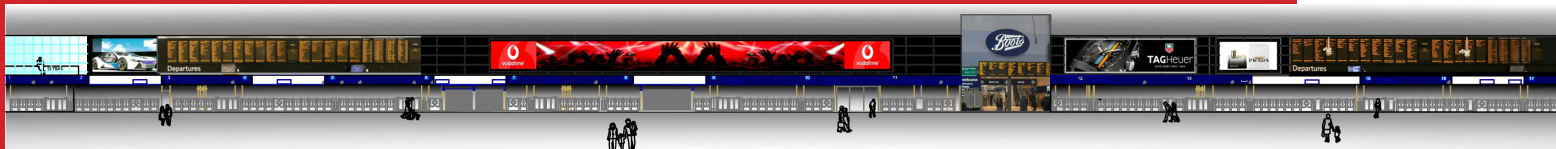
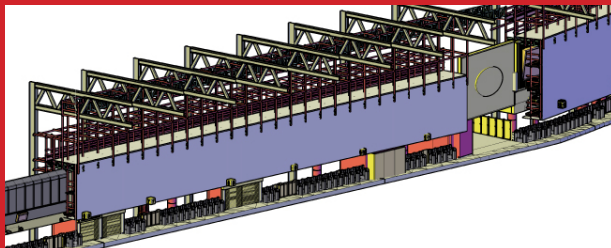
## WATERLOO STATION ADVERTISING

**Frankham Consultancy Group has been appointed by Network Rail to provide a multi-disciplinary design service to enable the replacement of the advertising above the Gateline by JCDecaux.**

The works involve the removal of the existing advertising boards affixed to the front of the Gateline Structure overlooking the station concourse and their replacement with large Transvision screens. There are to be three Transvision screens, two termed 'picture frames' consisting of 35 banked screen cabinets and a large 'super' transvision screen formed from banking 258 screen cabinets set centrally on the eastern concourse. A structural assessment of the supporting steelwork proved that it has

insufficient structural capacity to transfer the loads of the proposed Transvision screens to the main steelwork forming the Gateline structure. In addition an asbestos survey indicated that asbestos is present behind the steel cladding between the trackside high level walkway and the advertising boards.

In order to remove the existing boards, safely remove the asbestos within a sealed envelope and install the new screens, scaffolding will be hung from the roof trusses above the Gateline. This method was determined following consultations with the train operators, which concluded that there could be no scaffolding at concourse level. The works are due to commence during November 2012 and complete during March 2013.







## West Berkshire Schools – West Berkshire Council

Over the last year Frankham has been building a good working relationship with West Berkshire Council. This has mainly been through the development

of a number of schools projects as WBC look to improve their existing educational assets.



### Spurcroft Primary School – Thatcham

The works require refurbishment, remodelling and new build in order to increase the teaching capacity of the school to 2.0 Form Entry. The Council and school are keen to consider longer term implications and as a result, an extended brief has been drafted for development to reach 2.5 Form Entry. Frankham has been working closely with the Project Manager to deliver an options appraisal document to demonstrate the feasibility of these proposals.

The first phase of the works at Spurcroft was the remodelling of an existing ICT Room to a General Teaching Classroom. A fast turnaround was required as this phase was to complete prior to the start of the new term in September 2012. The design and delivery team worked in close contact

to ensure that work was completed both quickly and to a high standard. The end result was that the remodelling was completed and handed over a week early.

### Long Lane Primary School – Tilehurst

Following on from a feasibility scheme design carried out last year, Frankham was appointed as Architectural and Structural Consultants to provide a Planning Approval and Construction package for the single storey classroom extension and internal modification works.

Planning approval has been granted on the scheme and Frankham is part of the project team for construction works. These are due to deliver the completed phased project by the end of the school term in June 2013.



### Lambourn C of E Primary School – Lambourn

The initial brief was for a new build 1.5 Form Entry Foundation Stage and Key Stage 1 building, but following design team review, this initial scheme has proved unfeasible and so a revised brief has been prepared.

The new brief is to refurbish and extend an existing 1930s block located adjacent to the main school building to provide the required classroom accommodation and to refurbish the existing main entrance situated in the main school building. The

site is within close proximity to an Area of Outstanding Natural Beauty and the River Lambourn is a Special Area of Conservation and Site of Special Scientific Interest. Design development remains ongoing.

Frankham is confident that the good working relationships established will continue through the latter phases of the current projects and that this will lead to an ever improving working partnership with West Berkshire Council.





FRANKHAM

## ST. ALDATES CHAMBERS – OXFORD CITY COUNCIL

Frankham has recently completed all stages of the refurbishment of Oxford City Council Offices at St Aldates Chambers. The completion of all four Phases of the five floor scheme has given Oxford City Council a new and vibrant office environment and the building now provides a new modern face to their ground floor Customer Services Department.

This new open plan scheme allows for a more user friendly space for members of the public, allowing them to easily interact with staff and enables staff to have a comfortable and open service atmosphere, which promotes interdepartmental working and flexibility within the working environment.

Working closely with the clients and end users, Frankham provided Architectural, Project Management and Quantity Surveying services to the client. The scheme has been highly commended and has been much admired by other councils around the UK.



## WEALDEN SUSTAINABLE DESIGN AND NATURAL VENTILATION STRATEGIES.

The main office building of Wealden District Council comprises a mixture of cellular and open plan type offices, IT server centre, meeting rooms and leisure centre with total staff of 500 people. As part of the Council's programme for asset base improvement, operational cost efficiency and increasing workplace flexibility, Frankham is designing and delivering a major refurbishment and reconfiguration project.

Frankham is providing full mechanical and electrical design services including incorporating sustainable design and natural ventilation strategies to improve the building's energy and thermal performance.

Frankham's Low Carbon Consultants used thermal energy models to determine the most

effective passive energy saving measures to employ and to recommend the highest efficiency building services strategy.

The main building will be heated with a combination of high efficiency air Source Heat Pumps and natural gas fired boilers. Mechanical Ventilation Systems with Heat Recovery options are providing ventilation to meeting rooms, cellular offices of the main building as well as community hall area. General office areas shall be ventilated through local ventilation units that are located at each radiator location within the heated zones during the winter period.

Natural ventilation will be optimised during the summer months utilising the main building's atrium, allowing air to enter at low level and exhausting at high level.

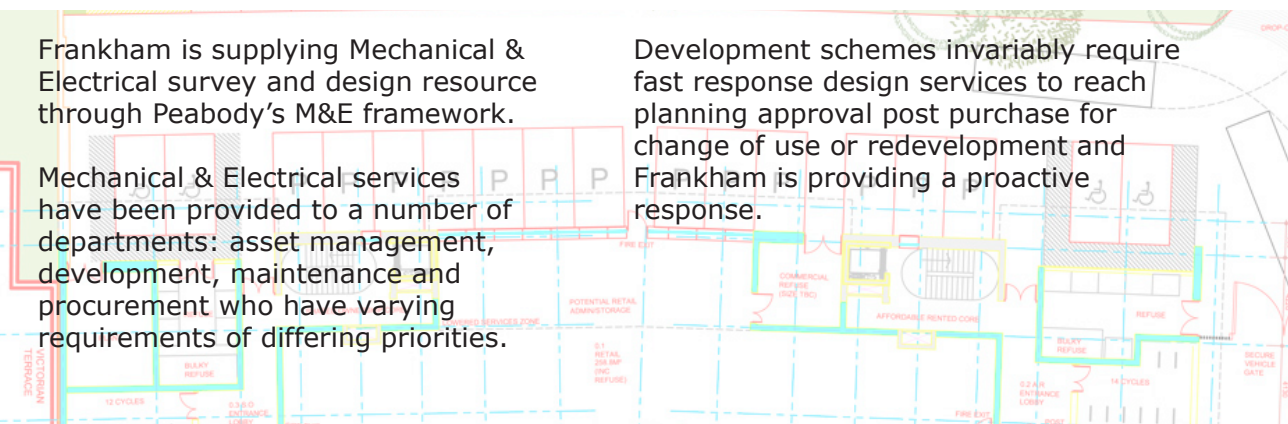


## MECHANICAL & ELECTRICAL IN PEABODY ASSET DEVELOPMENT

Frankham is supplying Mechanical & Electrical survey and design resource through Peabody's M&E framework.

Mechanical & Electrical services have been provided to a number of departments: asset management, development, maintenance and procurement who have varying requirements of differing priorities.

Development schemes invariably require fast response design services to reach planning approval post purchase for change of use or redevelopment and Frankham is providing a proactive response.



# FRANKHAM CONSULTANCY GROUP

## 30 YEAR ANNIVERSARY

**Frankham is accredited to ISO 14001:2004.**  
**Anthony Frankham (Steve's son) joins the company.**

**Frankham Consultancy Group Limited is recognised as an Investor in Excellence.**  
**Clerkenwell Office opens.**

**2006**

A seven tonne whale was spotted in the Thames, Central London.  
 Saddam Hussein executed.

**Clerkenwell Office opens.**

**December – moved into the new purpose – built HQ in Sidcup.**

**Our Brighton and Eastbourne offices move to new premises in Haywards Heath.**

The international Olympic committee announced that the 2012 Olympic Games will be held in London.

52 commuters killed and four terrorists in a series of bomb blasts during the morning rush hour.

**2007**

**Frankham celebrates 25 years.**

**Green Apple Award for the sympathetic conversion of the historic environment for Prezzo, High Street, Pinner.**

Crossrail project approved.

Tony Blair resigns, Gordon Brown new Prime Minister.

Chelsea win the FA Cup in the new Wembley Stadium.

Smoking ban introduced throughout England.

**2008**

**Richard Chitty joins Executive Board.**

**Team Frankham takes to the water in the Little Britain Challenge Cup in Cowes, Isle of Wight.**

Global financial crisis; Russia agrees to provide Iceland with a four-billion-euro loan.  
 The Olympic Stadium official construction start.

**Frankham wins Ambassadors Blue Riband at the London Excellence Awards dinner.**

**Frankham Projects is formed.**

**2009**

Barack Obama is inaugurated as president.  
 Britain officially enters recession.

**2005**

**Frankham Risk Management Services is incorporated.**

**Completion of a major project for the Parliamentary Estate – £11 million.**

**Award – The Oxford Preservation Trust 2004 – The restoration of Culham former railway station.**

**2004**

**Institution of Civil Engineers SE Region – Winner – refurbishment of Waterloo Station train shed roof.**

**John Gardner, Richard Chitty and Pat Saville celebrate 10 years**

**Frankham Consultancy recognised as an Investor in People.**

**2003**

The war on Iraq starts on March 19, 2003.

England are rugby world champions after defeating Australia 20-17 after extra time.

**IT Network "Novell 3.11" introduced.**

**SFA win commission to survey train shed roofs at Waterloo and Brighton Stations.**

**Allan Damiral joins as a Associate.**

**1994**

Sunday trading legalised.

Chunnel opens, bridging England and France, it took 15,000 workers over seven years to create the tunnel.

**1995**

**First 3D drawings commission Foxbury House, Chislehurst completed for The Woolwich Building Society.**

Large Earthquake strikes Japan exasperating Nick Leeson's efforts to cover his losses leading to the collapse of Barings Bank.

**1996**

**Gibbs Webster Partnership acquired by Steven Frankham Associates.**

Princess Diana and Prince Charles are divorced. She has her 'HRH' title removed.

Boy band Take That split up.

**John Gardner, Richard Chitty and Pat Saville join the practice.**

**Refurbish own premises at Crook Log, Bexleyheath.**

**Forms dedicated CAD Department.**

**1993**

**SFA's 10th year turnover rises to £900k.**

**First commission from London Underground.**

**Geoff Doherty joins.**

**Gary Frankham undertook the first commission for British Rail: drawings of Charing Cross, Cannon St and London Bridge.**

**1992**

**SFA acquires fax machine.**

**Sharon Jackson (Steve's Sister) joins the company as the first Business Development Manager.**

**1991**

Jurassic Park released.

Czechoslovakia splits – The Czech Republic and the Slovak Republic were formed in the split.

Nigel Mansell – Formula 1 World Champion.

President Clinton elected.

Fire at Windsor Castle.

Iraq is attacked by UN forces.

Bryan Adams' Everything I Do I Do It For You remains at number one for a record 16 consecutive weeks

**1982**

**Steven Frankham Associates is founded as a building surveying practice – with a turnover of £13,913.**

**1983**

The first personal computer is introduced.

**1984**

**Pro-Link Europe Limited is incorporated.**

**1985**

The CD-ROM invented.

Bob Geldof and Band Aid release 'Do They Know It's Christmas'.

E.T. Premieres.

The Falklands War

Michael Jackson's 'Thriller' sells 20 million albums to become the largest selling record ever.



Celebrating  
**30**  
Years  
1982 - 2012

**Frankham Consultancy Group Celebrates its 30<sup>th</sup> year.**

**FRMS is awarded the UKAS Asbestos accreditation.**

**Frankham Developments has commenced on site the development of ten two bedroom flats in Purley.**

**2012**

Queen Elizabeth II celebrates Diamond Jubilee.

Chelsea becomes the first London Club to win the Champions League.

Bradley Wiggins wins the Tour de France.

Olympic Games – Team GB win 65 medals.

Andy Murray reaches Wimbledon final and wins U.S. Open.

Gary Dobson and David Norris are convicted of the Murder of Stephen Lawrence.

**Frankham is recognised by Investor in People with the Silver Standard.**

The Olympic Stadium completed in March.

England suffers widespread rioting, looting and arson where thousands took to the streets following the death of Mark Duggan, who was shot dead by police.

**2011**

**Frankham is awarded 'Celebrating Employer Engagement 2010'.**

**ICE Engineering Excellence Award, for Dartford BC Project.**

**2010**

The first Ipad is released in April 2010.

**Frankham Consultancy Group Limited is formed from group companies.**

**New Office opens in Oxford.**

**Institution of Civil Engineers – Merit Award 2002 – Refurbishment of Crystal Palace Station.**

**Institution of Civil Engineers Merit Award 2001 – refurbishment of Brighton Station and roof.**

**Sussex Heritage Trust Award – Christian Science Church and Zizzi Restaurant, Haywards Heath, West Sussex.**

**City of Worcester Historic Award 2000 – Design of restaurant in the Cornmarket, Worcester.**

**Ian Allen National Railway Heritage Awards 2000 – Premier Award – Refurbishment of Brighton Station train shed roof and clocks.**

**2000**

**2002**

Queen Mother dies at the age of 101.

The Queen celebrates her Golden Jubilee.

9/11 – Suicide Terrorist attacks, Twin Towers – 2,973 died.

Chelsea FC is the last team to win a trophy at the old Wembley Stadium.

**2001**

The ten millionth internet domain name is registered.  
Millennium Dome officially opens.  
Sven Goran Eriksson takes charge of the England team.

**Nexus Partnership Ltd acquired Special Award Winner 1999 Royal Town Planning Institute – National award for planning achievement.**

**Mike Healy celebrates 10 years with SFA. John Gardner becomes an equity partner.**

**Brandhurst Limited incorporated.**

**Architects Joint Partnership is acquired.**

**The practice becomes accredited to ISO 9001:2000.**

**Land Surveying Division of EXITECH incorporated as Survey Frankham Limited.**

**Reigate Society Award Restoration of Historic Building – 46-50 High Street, Reigate.**

**1999**

**1997**

Tony Blair becomes Prime Minister.  
Princess Diana dies.  
England hand Hong Kong to China.

Peace in Northern Ireland. An historic agreement is made, which brought a final peace to Northern Ireland.

Creation of the Euro.  
Murder of Stephen Lawrence.

**The refurbishment of the ground floor of Alma Road doubles the size of the office floor area.**

**1990**

Margaret Thatcher resigns. John Major becomes Prime Minister.  
The World Wide Web created by Tim Berners-Lee.  
Mad Cows Disease.  
Nelson Mandela is freed.

**Mike Healy joins SFA as an equity partner.**

The fall of the Berlin Wall.  
Hillsborough Disaster.

**1989**

**The second recession of the 1980s hits – SFA maintain the full complement of staff.**

CDs outsells vinyl for the first time ever.  
Pan Am flight 103 explodes over Lockerbie, Scotland.

**1988**

**First project for London Borough of Croydon.**

**First high profile project involves works to the hull of HMS Belfast.**

**1986**

**SFA goes computerised with the latest PC and A3 Dot Matrix Planner.**

World Cup – Argentinean player Diego Maradona scores the Hand of God goal.  
Worst nuclear disaster ever in Chernobyl, USSR, April.

**1987**

**The Practice moves out of Steve's house and into the first commercial premises in Alma Road, Sidcup.**

The first 3D video game is invented.  
World population reaches 5 billion.  
Hurricane in England.

LIVE AID in London and Philadelphia, beamed around the world.

Hole in Ozone layer, first detected in 1977, is now indisputable.

## REDUCING EXPOSURE BY MANAGING RISK

### LIFE

#### THE VALUE OF STRATEGIC ASBESTOS RISK MANAGEMENT

Frankham RMS has a strategic approach to asbestos risk management, principally focusing on the processes of review, information gathering, development of procedures and communication. We have extensive experience in delivering strategic management solutions for organisations that need to manage asbestos within their premises.

Our approach is essentially a risk-based one and we aim to guide our clients through the legislation translating its requirements into language that can be easily understood and put into action.

A number of changes since the 2006 control of asbestos regulations have now come into effect. The following is a brief summary:

- Some non-licensed work needs to be notified to the relevant enforcing authority.
- Brief written records should be kept of non-licensed work, which has to be notified e.g. copy of the notification with a list of workers on the job, plus the level of likely exposure of those workers to asbestos.
- By April 2015, all workers/self employed doing notifiable non-licensed work with asbestos must be under health surveillance by a Doctor.
- Some modernisation of language and changes to reflect other legislation.

For assistance in interpreting the changes in regulations or for other queries you may have in relation to asbestos, please contact our Head of Asbestos:

Rob Turley on [rob.turley@frankham-rms.com](mailto:rob.turley@frankham-rms.com)

#### FRANKHAM RMS SUCCESS

Frankham RMS have had a number of recent wins including:

- London Borough of Camden, Fire Risk Assessments
- City of Westminster, Asbestos Surveys
- Lewisham Homes, Fire Risk Assessments
- Croydon Council, Fire Risk Assessments
- North Herts Homes, Asbestos Surveys

Frankham RMS has also been appointed on key new projects including:

- Transport for London (TFL), for the provision of Asbestos Management, Sampling, Testing, Inspection and Recording Services for the next three years.
- London Borough of Hammersmith & Fulham, to carry out a statutory compliance audit in respect of Gas Safety, Legionella Management, Fire Safety & Asbestos Management for the next four years.
- London Borough of Ealing, to migrate all of their asset management information into their new asset management system.

Frankham Risk Management Services is part way through assisting an OJEU procurement exercise for London Borough of Southwark, and FRMS are aiming to extend this service to other clients, helping to take the risk and potential pitfalls away from any contractor procurement process.



#### FRMS UKAS ACCREDITATION

**Congratulations to Frankham Risk Management Services who are now accredited by UKAS to ISO17020 for surveying for asbestos in premises.**

UKAS has offered an accreditation service to the UK asbestos industry for many years.

The benefits of UKAS Accreditation in providing confidence in the competence and capabilities of laboratories and inspection bodies has long been recognised by HSE.



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FRANKHAM

LIFE

## FIRE RISK ASSESSMENTS

Ensuring a decent standard of fire safety in properties is always of paramount concern to anyone with duty-holder responsibilities under the Regulatory Reform Fire Safety Order 2005. So it is with great pleasure that Frankham Risk Management Services can announce that they have secured two new long-term contracts with Lewisham Homes and Croydon Council for the provision of fire risk assessments. We greatly look forward to working with them in order to ensure the protection of their properties and the life-safety of their residents.

Should you wish to contact us with regards to strategic fire consultancy, fire-risk assessment, training, auditing or simply wish for some informal advice – then we would love to hear from you.

Please contact our Head of Fire Risk, **Helen Dillon** by emailing **helen.dillon@frankham-rms.com**



## RISK PORTAL

### THE FRANKHAM RMS COST EFFECTIVE SOFTWARE SOLUTION TO MANAGE PROPERTY RISK & COMPLIANCE REQUIREMENTS

Organisations with large property portfolios are faced with the challenge of keeping compliant and meeting various legal and regulatory requirements. The risk portal ensures that information that is critical to life-safety is provided in a convenient, cost-effective, reliable and user-friendly platform to manage key aspects of all property risk management and compliance related requirements.

Other benefits include:

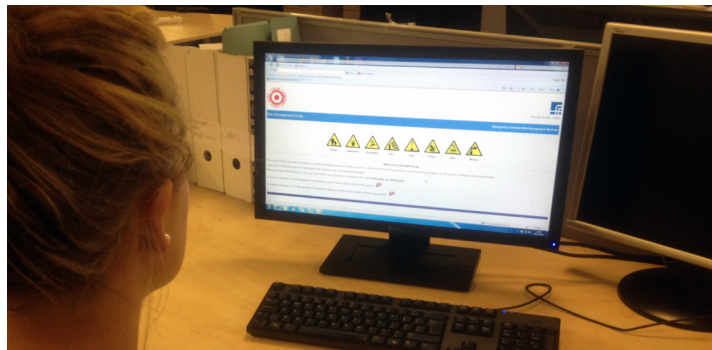
- Low level of capital outlay
- No special investment in IT equipment will be necessary
- No special software or licenses to purchase
- Full user support and back-up facilities provided
- Audit records of who has accessed the system and when
- Minimal training requirements

For more information relating to the 'Risk Portal' please go to the link below:

[www.frankham-rms.com/products/RiskPortal](http://www.frankham-rms.com/products/RiskPortal)

see a demonstration of the product here

[www.demoriskportal.frankham-rms.com](http://www.demoriskportal.frankham-rms.com) or email [damien.wayling@frankham-rms.com](mailto:damien.wayling@frankham-rms.com)



## FIRE MANAGEMENT TRAINING



Frankham RMS have been recognised and approved as a Fire Training Centre by the Institute of Fire Safety Managers (IFSM). We have been delivering Fire Risk Training for our clients for a considerable number of years and have developed a catalogue of Fire courses which have been recognised by the IFSM for maintaining the standard and content delivery that endorses the key messages of the IFSM, gaining

accreditation as an authorised Fire Training Centre.

To see how Frankham RMS can offer your staff training to assist with your company's fire safety policies and procedures, please contact our Head of Fire Risk, **Helen Dillon** by emailing **helen.dillon@frankham-rms.com**



## FRANKHAM MULTI DISCIPLINARY INFORMATION MANAGEMENT:

# BIM

### BRIDGING THE GAP BETWEEN MODELLING AND MANAGEMENT IN ONE LOCATION

Frankham has appointed a Group BIM Manager, Richard White, to helm the progression and development of CAD and BIM systems and processes across the Frankham Group services.

Richard is improving Group wide knowledge by implementing a new training strategy for all design staff within the business, incorporating all disciplines. This will allow Frankham to become a leading light in 'Single Source Multi Disciplinary BIM' a notable achievement as there are relatively few businesses within the UK currently able to provide this level of service to its partners and clients.

BIM is a technology, a process and a mindset based on information management and 3D modelling that allows better communication with the client, greater understanding within the project team of the building as a whole and the ability to produce a more integrated design.

Viewed as a multi disciplinary practice, the Frankham BIM maturity level from a project standpoint is dependent on client need and project size. Frankham design teams are currently working on projects that meet the maturity criteria of Level 2. Frankham is moving forward to providing a larger range of their projects within a Revit® and BIM environment to meet the growing needs of its client portfolio.

Frankham uses Autodesk® Revit® as its core BIM software. Revit® is emerging as the market leading BIM platform and therefore allows us to work collaboratively with the maximum number of consultants, contractors and supply chain companies.

We are investing in BIM technologies to stay at the cutting edge of Building Information Modelling, Design and Management to be able to provide our clients with the most current systems and outputs.

The biggest challenge in implementing BIM today is collaboration; being able to get all the Consultants, Contractors, Engineers and the Architect on a common platform. Frankham utilises Revit® for collaborative modelling in which a central model, created by the Architect or lead discipline, is added to by each required discipline, then managed and checked by a BIM Project Manager for inconsistencies while each discipline also check its own work against the others to find a strategic solution to any problems before getting to site.

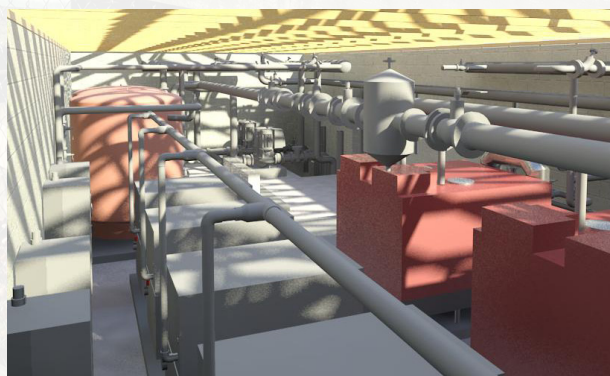
Autodesk® Revit®  
Architecture 2013

Certified  
Professional

Autodesk®

For further information please contact  
**Richard White**, BSc  
Hons ACIAT, Group BIM  
Manager **richard.white@frankham.com** or  
**01865 322500**

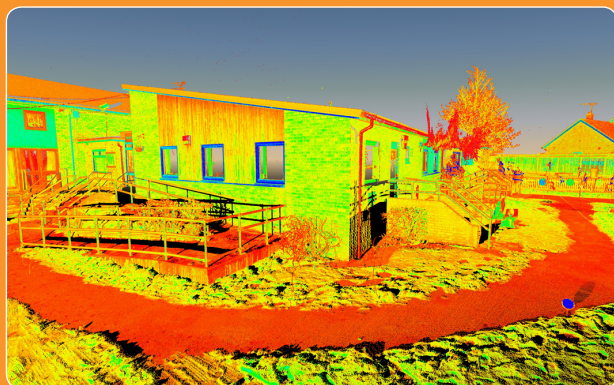
Richard is an Autodesk  
Revit Certified Accredited Professional.



## LASER SCANNING

Frankham has invested in a second Leica C10 laser scanner. The land surveying team has been using this technology for many clients' projects across a number of sectors including rail, retail and commercial property.

Due to increased workload and expansion of skill sets within the business we are now providing 3D modelling, visualisations and Revit® surveys from laser scanning data. This is another step in Frankham's strategy of continuous investment in technology and BIM.







FRANKHAM

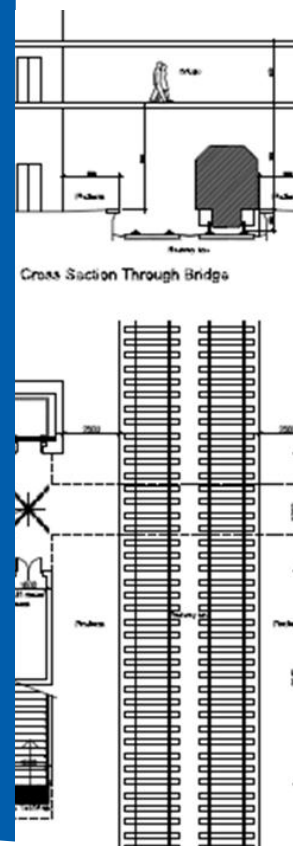
LIFE

## NETWORK RAIL – ACCESS FOR ALL

The *Access for All* Programme is part of the *Railways for All* Strategy, launched in 2006 to address the issues faced by disabled passengers using railway stations in Great Britain. Central to the Strategy is the ring-fencing of £35 million funding per year, until 2015, for provision of an obstacle free, accessible route to and between platforms at priority stations. This generally includes the provision of lifts or ramps, as well as associated works and refurbishment along the defined route.

In Line with this, we have recently carried out surveys at Alton, Aldershot, Wareham and Wokingham.

Gathering significant amounts of data during the limited site time of Engineering Hours, our laser scanner was used to produce plans of the station platforms, including a 3D visualisation and cross-sections. These plans are then be used by our Engineering and Design teams.



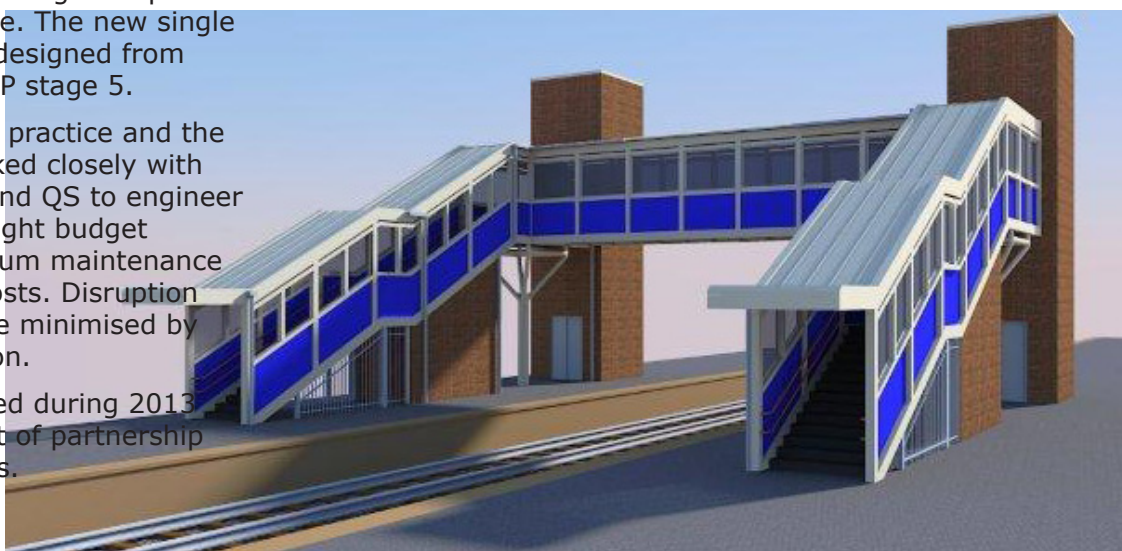
## SOUTH WEST TRAINS

Sir Isaac Newton once famously said "We build too many walls and not enough bridges".

Our engineering led multi-disciplinary rail design team is pleased to have bucked this trend and is working closely with Stagecoach South West Trains and Network Rail in the Wessex Alliance in designing and managing the installation of three new footbridges as part of the *Access For All* Programme. The new single span structures will be fully designed from GRIP2/3 optioneering to GRIP stage 5.

The bridges incorporate best practice and the Frankham QS team has worked closely with the SSWT Project Manager and QS to engineer solutions that closely meet tight budget restraints and require minimum maintenance thus minimising whole life costs. Disruption to the travelling public will be minimised by maximising off-site fabrication.

The structures will be installed during 2013 working in an extended spirit of partnership with the Principal Contractors.



## LIFE

## BROMLEY EDUCATION BUSINESS PARTNERSHIP

Frankham works closely with Bromley Education Business Partnership to provide experience of the working environment to Year 10 and 11 students. In the last six months, we have assisted the Bromley EBP in two main service packages:

### 'Build Um Up'

In this package, teams of five or six students appoint themselves specific roles from within the building surveying industry – project manager, quantity surveyor, designer etc. The aim is to replicate a model building using planning, team working and communication skills.

Frankham provides reality to these sessions with their experience of the industry and in the operation of effective teams.

## FOOTIE FRENZY



Frankham recently entered a football team into the Southern Rail Charity five-a-side Football Tournament in aid of The Rockinghorse Charity, which helps improve the lives of sick children throughout Sussex. With England playing San Marino on the big screen in the club house, the Frankham team looked to have taken their inspiration from Roy Hodgson's men, by twice allowing a lead to slip in the final minute of the group stage matches and qualifying for the knockout stages by default,

### 'Dragons Pen'

Broadly based on television's 'Dragons Den', students work in teams of five or six and using a selection of basic resources design a product or service and make a prototype. The team then use their production, advertising, planning and presentation skills to prepare a pitch for the business venture.

Frankham provides business mentoring to one team in the development of their product and then act as 'Dragons' for the presentation of another team. No money changes hands but winning teams frequently go away with a bar of chocolate or two!

Please contact John Roberts at our Sidcup office who can provide further details of Bromley EBP.

following a shock result by Bam Nuttall.

It proved to be an evening of two halves, however, as the knockout stages seemed to galvanise the team and two impressive performances in the semi-finals and final, capped by clinical goals from their inspirational leader Oliver Morse in both games, brought home the first piece of silverware to the Frankham HQ since 2002.

A huge thanks to Southern Rail and the Frankham team for a great evening.



## DENNIS WISE IN THE COMMUNITY/FRANKHAM CELEBRATING THE BEST OF BRITAIN

**Dennis Wise in the Community was formed in 2000 by Steve Frankham and Dennis Wise with the aim of providing much needed support to their local communities. Listed below are some of the organisations for whom we have been proud to raise funds for on a regular basis.**

Parkwood Hall School	Demelza House
Marlborough School	Chalfont St Peters
Threshers Day Nursery	Football Club
Northlands Multiple Sclerosis Society	Bromley Autistic Trust

With this year seeing the Queen's Diamond Jubilee and the Olympics, it was only fit that on the 23<sup>rd</sup> June 2012 at The Grosvenor House Hotel Park Lane we celebrated the very best of Britain with our 'Great Britain Ball'.

The evening was hosted by Mike Osman, with guest appearances from the Band of the 24<sup>th</sup> Invicta Rifles, Susan Young, an Opera singer based at Opera Holland Park, The Colour Movement and Speedy Disco.

Both Steve & Dennis would like to thank the many people who generously give auction and

raffle prizes each year, the people who purchase tables and advertising without whom we would not be able to continue to support the worthy causes that we do.

Through the generosity of those attending on the night we raised approximately. £52,000.00.

Our total fundraising to date is over £700,000, which is distributed to the many causes that Dennis Wise in the Community support.

We are proud to announce that our second mini bus has been presented to The Village School. This bus has been specially adapted to accommodate wheelchairs, and our third bus is on order.

Frankham's annual Fundraising Lunch, held on 9<sup>th</sup> November 2012 at Oakley House in Bromley raised an additional £46,000, for worthy causes.

If you would like further information, please do not hesitate to contact **Becky Bosman on 020 8309 2679 or Pat Saville on 020 8309 2701**







FRANKHAM

LIFE

## FRANKHAM WORK EXPERIENCE PROGRAMME 2012...

Following on from previously successful years and awards for the Frankham Work Experience Programme, we have had a total of eleven students joining the Group across the four offices, in most of the disciplines for work experience in 2012.

As part of our CSR Frankham has always acknowledged the local communities beyond our doors and work experience is one of the ways we can give back to our communities, contribute to the future of our youth and extend the life of our professions.

As part of the work experience, students prepare a CV. On their first morning with us they have a Group induction and a Health & Safety orientation. Each student is assigned a mentor and a programme of experience is prepared in advance to ensure a good and rounded time with us. Students are asked to complete a 'happy' form at the end of their week so we can evaluate our performance.

Here are some comments from the students:

### Lewis – IT and Finance – Sidcup Office

"My placement has been a worthwhile experience because it taught me about the office environment and the type of things different departments do".

"I would like to thank everyone who contributed to the success of my placement".

### Joshua – Structures – Sidcup Office

"I would like to extend my sincere thanks to Frankham for giving me work experience. The range of areas covered was extensive and highly informative reinforcing my ambition to continue my studies with a view to pursuing a career in Civil Engineering".

Frankham continues to invest time and resources into the Work Experience programme as we see this as an important exercise and we encourage our partners and clients to get involved with programmes if they do not already. Finally we encourage local schools to try and spread out their work experience programmes dates so that we can avoid bunching and provide as many opportunities as possible.

## DIAMOND JUBILEE - DITCHLING BEACON

On Monday 4<sup>th</sup> June 2012 a series of beacons were lit across the UK to celebrate the Diamond Jubilee. One of the main Beacons on the anchorage chain was on the Sussex Downs at Ditchling and Frankham Consultancy Group provided the use of a company van to transport materials used to construct the Beacon and hi-visibility clothing for event stewards to wear. Ditchling Parish Council and RICS Matrics Sussex successfully coordinated the event, which was attended by circa 300 people and the Beacon was lit at 10pm.



## FRANKIE FRANKHAM

**We are pleased to report that the small pony we rescued and paid to be re-trained by a specialist has now been re-homed with a lovely family and is doing really well.**

The story of his rescue was recently entered into a competition to win a professional photo shoot which we won. Becky Bosman recently went to visit Frankie, obviously to be in a picture or two herself. The end results were fantastic and everyone had a lovely day in the sunshine.



## CSR STRATEGY FOR THE COMPANY...

Frankham is committed to continuously improving our Corporate Social Responsibility approach and as such we have implemented a new strategy that covers five core areas including Community Involvement, Environmental & Management, Health & Safety, Training and People Development and Client & Supply chain.

Over the next few years we aim to imbed the understanding throughout the company as to how Corporate Social Responsibility plays an integral part in today's businesses. We have improved our supply chain management by updating the 'Approved Suppliers Database' process and also continue to improve on our client satisfaction results with an average score of 84%.



## CDMC AND ENVIRONMENTAL TEAMS GROW

### You are in safe hands with the new CDM team!

Frankham is pleased to announce the recent merging of their company CDM teams to provide a countrywide service.

We welcome into their new roles – **Peter Langford**, Group Wide Manager (based at Oxford) and **Philip Peters**, Group Wide Assistant Manager (based in Kent). Peter and Philip will be ably supported by a team of fully qualified and experienced CDMCs.

As a Registered Practice of the Association for Project Safety we offer a complete service assisting our Clients to fulfil their obligations under the Regulations and taking a pivotal role within the design team. We can take the mystery out of CDM!

We are also pleased to announce a number of successes from our Framework with University College London (UCL).

Peter said “we are delighted to be working closely with UCL Estates and look forward to forging good relationships as we work together on these complex and interesting projects”.

If you would like to discuss your CDM requirements please contact our CDM team on **020 8309 7777**.



### Frankham Environmental

Frankham’s Environmental Section would like to welcome **Fenja Scarisbrick-Jones** and **Geoff Watson** into its team, as Sustainability Consultants. Between them they have 10 years of experience and are an important addition to our dedicated team of BREEAM and Code assessors.

Our assessors aim to be an integral member of the project team, working together towards sustainability objectives that meet the project goals and cost restraints as well as achieving the targeted BREEAM and Code rating.

If you are involved in a development requiring BREEAM or have any queries regarding a new scheme, please contact either **Fenja** or **Geoff** on **020 8309 7777**.

## NURGUL BARUT Group Financial Accountant



*1) Congratulations on becoming a qualified accountant. Who was you with when you received your results and how did you feel?*

I was with my mum when I found out that I passed my final exam. It was fantastic news, I was really pleased and proud of passing my exams. Even though it was a long and tough journey for me, I knew that it was worthwhile at the end. I was very happy to become a qualified accountant and gaining my ACCA qualification.

*2) How has becoming chartered affected your life personally and your role at work?*

At work, my role has changed from being Assistant Accountant to Group Financial Accountant. I am able to use the ACCA after my name. I have become more confident, not only at personal level, but with people at higher levels such as Directors, VAT officers and HMRC.

*3) How old was you when you wanted to become an accountant?*

I was 18 when I wanted to become an Accountant. I knew when I was studying my A levels that my future was in Accountancy.

*4) Describe a typical day in the office?*

On a daily basis, I prepare a ‘to do’ list. I prioritise my work knowing that deadlines have to be met on a weekly and monthly basis. I prepare the accounts for the subsidiaries and prepare reports for the directors. I deal with internal and external stakeholders queries by email, on the telephone or face to face.

*5) Tell me about your home town?*

I was brought up in a small town called Elbistan which is in Southern Turkey. I lived in a wooden structured house with my parents and brother. The town was very close knit community, with families helping one another.

*6) You can have one of the following things: Trust or Love?*

Trust.

*7) If you could have dinner with someone dead or alive, who would it be and why?*

It would be with my uncle, because I love him so much and he has helped me to achieve my ACCA qualification and I know that when I need any help, he will always be there for me.

*8) How would you describe yourself in four words?*

Hard working, Organised, Helpful.



# JOHN POWELL

## Managing Director Frankham Risk Management



### 1) What do you enjoy most about your role?

Apart from the personal satisfaction I get from helping my customers realise their own ambitions, I really enjoy guiding and mentoring the individuals that support me to help them grow and realise their own potential. Irrespective of age, background, culture or ethnicity we all have it in us to do incredible things and part of my job is to help them believe that anything is possible. I work from the mantra that 'what the mind can conceive and believe, it can achieve'.

If you build the people around you, they will in turn help you achieve your goals.

### 3) With social networking now a strong part of today's marketing media, how do you think this has affected the awareness of compliance management across the industry?

Companies are definitely becoming more aware of the importance of getting compliance right. The increase in media interest regarding risk management is forcing companies to get the right mix of both internal and external resources working together to ensure that they are to remain compliant in a challenging and economic climate.

### 4) What is new for Frankham RMS in 2012?

Growing a business in the current economic climate brings many challenges, not least because as you increase your staffing levels you feel a greater personal responsibility to ensure that they have a level of security of employment. To this end FRMS has been focussing on diversifying its business beyond its traditional housing activity into transport, local government and facilities management. In 2012 we concentrated on building long term revenue streams with contracts spanning three, four and five years. At the tail end of last year we secured a three year contract with TfL for the provision of asbestos management service to their corporate portfolio and in 2012 have secured a four year compliance auditing contract with Hammersmith & Fulham; a four year contract for Fire Management for Lewisham Homes and a five year contract for Fire consultancy for LB Croydon. We are also in discussions with a number of Tier 1 FM providers to provide the compliance solution on a number of major outsourcing opportunities with contract durations of upwards of 15 years.

### 5) Frankham RMS has recently been appointed for a number of Fire Risk Management Frameworks in the Housing Sector, how important is Fire Risk Management to other sectors such as Retail and Facilities Management?

Fire Risk Management in the Retail Sector is a necessity. With such a large number of varied fire risks facing retailers every day, it is vital they do everything possible to protect their staff, customers and facilities, while maintaining compliant to The Regulatory Reform (Fire Safety) Order.

## QUALIFICATIONS

Frankham is pleased to announce the following qualifications and promotions:

**Acar Cakici** MSc has completed a Masters in Sustainable Engineering Systems.

**Michael Banks** achieved a first class degree and is now Building Surveyor, BSc (Hons).

**Jonathan Steptoe** is now a BEng (Hons) Building Services Engineer and achieved a first.

**Tom Murrells** passed his BSc (Hons) Building Surveying degree with a 2:1. Tom has now been promoted to a Building Surveyor.

Congratulations to **Miranda Laver**, trainee Building Surveyor at Oxford, who has successfully completed a Foundation Degree in Construction. Well done Miranda for all the hard work you have put in over countless weekends and evenings in the last two years.

**James Stevens** has qualified to become a Member of the Chartered Institute of Architectural Technologists (MCIAT) an Incorporate Member of the Chartered Institute of Building (CIOB) and a RIBA Affiliate Member.

**Chris Holt** Dip Arch has been awarded a Diploma in Architecture from the University of Greenwich.

**Jill Swift** received a commendation while completing a Postgraduate Diploma in Practice Management (which is RIBA Part III).

**Simon Holden** achieves Part 3 Examination in Management, Practice and Law and is now a qualified Architect and listed on the Architects Registration Board.

**Richard White** has become an Autodesk Revit Certified Professional, with an exam pass rate of 91%. Richard completed this as part of his new role as Group BIM Manager.

**Phil Peters** has become a Registered Member of the Association of Project Safety (RMAPS). This was achieved through the experience route, of which Phil has 20 years. APS have asked if they can use Phil's application for membership as a template for other applicants.

**Stuart Brown** FdSc completed a Foundation Degree in Civil Engineering Surveying.

Well done to **Ian Webb** who has been accepted as a Member of the Association of Project Managers.

**James Clements** has been promoted to Principle Services Engineer and **Ericson Ekure** has been promoted to the position of Senior Services Engineer in recognition of the added responsibility he has taken on over the past 12 months.

**Stuart Macmillan** has been successful in his recent BREEAM AP (Accredited Professional) exam, allowing Frankham to provide formal BREEAM Consultancy advice.

As recognition for **Richard Sheehan's** contribution of service to HR, The Chartered Institute of Personnel and Development has awarded him Associate Membership status. CIPD has provided this as recognition for an HR professional who is making a substantial contribution to the organisation for which he works.

Congratulation to the above mentioned in their pursuit of personal and professional achievements.



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[www.frankham.com](http://www.frankham.com)



Pro-Link Europe has over 28 years experience in the Recruitment of staff.

We supply good quality people in a multi-disciplinary market and can also offer you help with HR professionals, Secretarial, Administration and Accounts staff.

Over the years we have established ourselves in Housing, Rail and Construction.

Our promise to provide an honest, open and ethical approach to recruitment has been our focus over the years. Delivering professional solutions to our clients and candidates remains our motivation.

To discuss your recruitment needs please contact **Pat Saville** on **020 8309 2701**.

**SHARE YOUR IDEAS**

Frankham is fully committed to customer service and we continue to regularly monitor feedback from our clients through Frankham Direct.

**[frankham.direct@frankham.com](mailto:frankham.direct@frankham.com)**

This email address allows you to contact Frankham's Executive Board directly, and encourages positive feedback and suggestions for future improvements.

**"Feedback is the food of champions"**



FRANKHAM