

60989 Companies Associated with Named Individual

I am seeking information relating to companies associated with Paul Greaves, including but not limited to:

- Paul Greaves Ground Breaking Services Limited
- Fixzy Limited
- FixzitFast Limited
- FirstCall Home Assist Limited
- First Repair Home Assist Limited
- Whyalla Investments Limited
- Fixzy Data Limited
- Kustom CBD Limited
- First Repair Limited
- First Repair Business Assist Limited
- First Call Business Assist Limited
- First Call Home Assist Limited
- First Call Trade Services Limited
- Kustom Limited

For the period 1 January 2004 to present, please provide:

Contracts and Works

The total number of jobs, work orders, or contracts carried out by each company.

A breakdown of this information by year where available.

The type of work carried out (e.g. voids, dampness, electrical, etc.)

[The information we hold in relation to this part of the request, relating to First Call Trade Services Ltd., was provided previously under reference 56542.](#)

[There is no information recorded in relation to the other named companies.](#)

Financial Information

Total annual spend per company.

Total spend per company across the full period.

[As detailed above, the information we hold relates to First Call Trade Services Ltd. and was provided previously.](#)

Where held, average value per job or contract.

[This information is not recorded.](#)

Procurement Information

The procurement route used for each company (e.g. framework, direct award, tender).

The names of any frameworks or contract arrangements used.

Dates of contract start and end where applicable.

As detailed above, the information we hold relates to First Call Trade Services Ltd. and was provided previously - 56542.

Pre-2019 Records

Your previous response indicated that information prior to 2019 was not held in a “readily available format”.

Please confirm:

Whether this information is held in any format (including archived, legacy, or non-structured systems).

If held, whether it can be provided within cost limits.

If not, please confirm under Section 17 that the information is not held.

As previously advised, the specific information requested is not held prior to 2019, hence the application of Section 17.

Complaints, Reviews and Oversight

For the companies listed above, please provide (in anonymised and/or aggregated form where necessary):

The number of complaints received relating to work carried out.

The contractor complaints tracker was introduced in 2024. The following number of complaints are recorded in relation to First Call Trade Services Ltd.:

2024/25 – 24

2025/26 – 26

2026/27 to date – None.

There are no contractor complaint records held prior to 2024.

The number of internal reviews, audits, or quality inspections carried out.

The number of cases where work required rework, corrective action, or follow-up.

Any recorded contract performance issues or service concerns.

There are no such records held.

Governance and Controls

The Council’s policies or procedures in place during this period for managing contractor performance and procurement oversight.

These would be included within the Contract Standing Orders (CSOs). They cover the high-level governance requirements to have contract management in place. There have been changes to procedures since 2004. The CSOs get reviewed annually and, in most years, this resulted in changes which would have gone to Full Council.

The Contract Management Framework was established after 2004.

Previous versions of these CSOs can be accessed through our Committee Library on our website at:

<https://democracy.edinburgh.gov.uk/iedocsearch.aspx?adv=1&fc=1&SS=Text%20to%20search%20for>

In the search field, enter, 'Review of Contract Standing Orders', and under 'Committee', enter, 'City of Edinburgh Council'. Then select 'Search'.

Please also refer to the attached Procurement Handbook which includes a section on Contract Management, in place since 2017.

Any changes to these procedures since 2004.

As above, there have been changes to procedures since 2004. The current Contract Standing Orders (CSOs) are available on our website at:

<https://www.edinburgh.gov.uk/downloads/download/14187/contract-standing-orders>