

Case Study: Partnering in Property Management (PPM) Limited

Challenges:

We were a [FIR Growth Assessment](#) 'Pioneer Partner' and transitioned from the Be FaIR Framework during 2022.

External accreditation is still a contractual requirement for us.

We utilised the FIR Growth Assessment and confirmed that our existing and embedded practices aligned with the evidential requirements of L2 GOOD PRACTICE and could withstand robust assessor scrutiny and challenge.

We are now working towards L3 STRATEGIC of the FIR Growth Assessment; gradually 'filling' the identified gaps through our approach to continuous improvement and proportionate FIR evolution.

We hope to be externally assessed and accredited against L3 of the FIR Growth Assessment during Q3 2024.

Impact:

We've discovered that FIR is not exclusive to our Senior Management Team and not another management initiative.

We have been on this formalised journey since 2016 and the biggest learning and associated impact is that FIR should not be the domain of a single person or department e.g. HR.

FIR, and its associated business, financial and moral benefits, have been effectively communicated to all personnel. Communication has included important training sessions, tool-box talks and newsletters which we've introduced through our FIR journey. This has secured staff 'buy-in' and has helped improve motivation and morale – particularly during COVID-19.

All staff are aware of their duties and obligations and can articulate this fluently, as assessment interviews attest.

This has had a positive impact on wellness and well-being, as reflected in our staff surveys, and has tangibly improved Client satisfaction.

Fact box



Company

Partnering in Property Maintenance (PPM) Limited

No of employees

110

Website

www.ppm-limited.co.uk

Main contact

Beth Nicholls –
Communications &
Development Manager

Services

We're a locally based responsive and planned maintenance company, working in Cumbria and Yorkshire delivering services for social housing and private clients. We also provide disabled adaptation services for local and district councils.

About

PPM was founded in 2002 as a customer service organisation that delivers responsive repairs, voids, planned works and adaptations services to the social housing, wider public sector as well as private clients (B2B and B2C). Customers, and in turn our clients, sit at the very heart of what we do.

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Value gained:

- Improved staff engagement and increased value of 'self'.
- Happy clients.
- Highly rated customer feedback.
- FIR credentials are now emphasised during PQQ & ITT procedures and the external accreditation has tangible financial benefits.
- FIR is now an adopted business practice – similar to our Health & Safety practices, Quality Assessment etc.
- We use our action plan and SMART FIR objectives for continuous improvement.
- We have regular FIR GA Advisor (SEE Things) progress updates which is beneficial to keep us on track and working towards the next strategic level, as well as a 12 month Assessor review.

Tips:

- Start now!
- [Do the online assessment](#) – but keep your 'score' in perspective...don't score artificially high.
- Real and evidenced buy-in at Director level – there must be effective communication.
- It can't be the remit of one person & must have Senior Management Team support – for example, having module ownership and making it happen.
- Seek guidance and navigation from SEE Things, their support has been invaluable.