

Precision provides national multi-site FM service for Staffline to ensure statutory compliance

3 years ago



Precision FM has been working with the [Staffline Group](#) for over five years, primarily providing the group with both [the routine and reactive maintenance services](#) required to ensure they can meet their statutory compliance requirements.

The Staffline Group is the UK's leading outsourced workforce provider. Established in 1986, the group consists of two business divisions: Staffline Recruitment and PeoplePlus.

[PeoplePlus](#) helps unemployed people into work, provides skills training, apprenticeship programmes, and supports people into independent living. As well as providing a range of on-site services, Staffline Recruitment also offer a national, branch-based recruitment service, with offices throughout the UK.

Steven Bell, Governance Director at Staffline, explains: "When I started my role at Staffline, I inherited a portfolio of different suppliers and contractors, and this presented a few challenges. We made the decision to consolidate our supplier network to streamline processes and simplify the management of our compliance.

"From the start, it was great to have such a knowledgeable and supportive supplier team in Precision FM, and it really laid the foundations for what has evolved into a great client/supplier relationship.

"It became clear very early on that with Precision FM, we were dealing with a company that was responsive and not prepared to cut corners in terms of quality and output, even in a competitive space where cost is always a contributing factor."

Multi-site, national operations

One of the key benefits highlighted by Staffline has been how Precision FM works as a trusted supplier across a number of the group's sites, located right across the UK.

Steven continues: "We are a nationwide business, operating across approx. 80 sites and these vary from small offices with a handful of staff, right the way through to our large HQ in Nottingham, which houses between 60-80 of our multi-disciplinary team. Whilst we don't need to outsource FM at all of these sites, where we do require support, we know we can rely on the team at Precision FM to provide the same high-quality service at whichever location it is needed.

"Issues around maintenance and health and safety are just too important to leave to a supplier that we can't rely on to do a good job. Particularly, as at some sites, we also look after the fabric of a building that has multiple tenants, so our responsibility goes beyond just that of our own employees. Plus, we are a public-facing organisation, so some sites have learning environments, others are shop fronts for our recruitment business where we welcome our customers and clients.

"With this in mind, our buildings are very much a representation of our brand, so it's vitally important that all our spaces are maintained to the highest standards and that we are adhering to a wide variety of corporate compliance standards. This might include everything from asbestos surveys and fire risk assessments, through to fire extinguisher servicing and PAT testing. Any mistakes in these areas would have a detrimental effect on the reputation of our business. There is a great deal of trust between us and Precision FM, as we know we can rely on them to carry out all work effectively and efficiently, and in line with our joint KPIs."

Steven identifies that being able to consolidate the supplier relationship around areas such as maintenance and compliance has been important, and resulted in multiple benefits when running a multi-site operation. Steven continues: "Working with Precision FM has enabled us to have better control over this crucial area of the business, and the Precision team knows as much about our estate as I do! We also benefit from economies of scale by working with one supplier. I definitely believe that the way we work together moves Precision FM from being a supplier to a trusted partner within our business operations."

Flexibility and Accessibility

Part of the success of the partnership between Staffline and Precision FM has been the effectiveness of the planning that Steven feels underpins the service delivery.

As Steven goes on to explain: "For each of our sites, Precision FM's account management team will work with us to plan a routine maintenance schedule. This is crucial for our HQ and for the various teams on the ground who need to know when work is due to take place. But, it also works both ways, as we know that when an engineer comes to site, they will already have a point of contact plus an awareness of what to expect when they arrive, such as where they can park, what access they have, who will be on-site to liaise with etc.

"Precision FM will provide task-specific risk assessments and method statements on-demand to provide peace of mind that each contractor has the relevant qualifications, carries out all required checks ahead of starting, is familiar with the task in hand and risks associated with it, and has already made an effort to mitigate said risks.

"All of this information, which stems from an open and honest partnership, is so important for both us as the client, and also for Precision FM as the contractor. It makes for a seamless delivery."

With multiple sites to manage, the Staffline team is able to log and monitor calls via the Precision FM helpdesk and online portal, and Steven credits this open dialogue as being key to ensuring that work is carried out as planned. If any issues arise, these can be dealt with by the appropriate people within both organisations, in a pre-agreed timeframe.

Steven continues: "With our planned schedule of work being agreed at least a year in advance, I haven't had any concern that this wouldn't be carried out to our satisfaction, at whichever location it's due to take place at. Even for non-scheduled, reactive maintenance jobs, we will always give Precision FM the opportunity to quote to carry out the work, alongside local contractors, as that just forms part of our due diligence process.

"But, it's the reassurance that our business-critical work and, more importantly, that our compliance obligations will be met by Precision FM which makes them such a valued partner. Precision continue to drive up standards right across the business and we believe that if we can work with a supplier that cares about what they do, then it's natural that as our business grows, so the working relationship will too."

Brij Thankey, Chief Executive at Precision FM says: "The way we work with Staffline is a clear example of how we can deliver top-quality facilities management across a number of different sites, located right across the UK.

"We are very proud to be working with Steven and his team and, having seen the relationship continue to grow over the years, it is testament to the adaptable way we like to work with our clients. We want to be part of our customers' operations and support their growth plans. To do this, we know exceptional customer service delivered by our committed team of people is the roadmap to success."

To find out more about the range of facilities management services offered by Precision FM, call 0843 289 9085 or email info@precisionfm.co.uk

Image credit: Precision