

SITUATION

In 2016 we had a previous contract who recommended our services to Kingston Property Management Services (KPMS), we secured a £65,000 on-going contract to provide fire risk assessments and Health & Safety support to the Property Managers and wider company of KPMS. We were brought in on a 6-month trial basis when Directors were unsure of the level and quality being provided by KPMS's previous fire risk assessors.

The contract was to provide updated fire risk assessments, Health & Safety procedures and onsite risk assessments, checks and process developments.

TASK

We were tasked with implementing the updated fire risk assessments which then were tailored for the Property Managers so that they could have ease of use. Following that, we assisted with the current Health & Safety procedures with prime contractors and supported the business with their own process development, risk assessments and on-site checks.

One of the key challenges we faced was being the new company to work with, as the Property Managers weren't particularly keen to engage with us and weren't interested in asking questions to learn the information needed around the fire risk assessments.

We introduced face-to-face meetings, 3 to 4 times per year, with the Property Managers and with Assistant Director Sarah Dudgeon so that the Property Managers were fully aware as to what they could use our services for, which over time opened the communication lines between both parties which in turn was then fed back to the Scheme Directors with less errors and confusion.

ACTIVITIES

We made ourselves available to the wider team so that their roles could be made easy. Whenever there was a difficult situation with the Scheme Directors, we would accompany the Property Managers to the scheme meeting so that we were able to provide the technical support which included:

- Fire safety measures.
- Risk assessment / method statements approval
- Constructions works & Contractor competency.
- Building regulations (fire and health & safety).

Unlike previous consultants before us, we would also deal with the contractors directly who were involved in the properties and schemes, which in turn simplified the actions and roles of the Property Managers, which increased their satisfaction.

To stay ahead of the deadlines at the start of the calendar year, we developed a system with Assistant Director Sarah Dudgeon, where she sends us the list of properties that need to be included in the following year's fire risk assessments. From this list, we then price them up individually and let the respective Property Managers know so that they can then include the price in their budgets for the next year. This limits last minute approvals and delays by making sure all fire risk assessments were turned around within one week.

RESULT

We now provide 95% KPMS fire risk assessments and Health & Safety advice, we also work to help them on the following:

- Approve contractors for them to employ.
- Individual fire risk assessments priced within 24 hours.
- 4 consultants work on site permanently (1 full-time and 3 part-time).
- Vetting contractor risk assessments and construction phase plans.
- Onsite inspections of contractors.
- Inspections of health and safety standards.