

Twenty for Twenty – Celebrating 20 Years of Client Service & Community Support at Faithorn Farrell Timms

As we enter our twentieth year at FFT, it seems only fitting that we should mark this milestone with something special that demonstrates our commitment to client service, community support and staff development.

With this in mind, we have devised a themed programme of initiatives which we intend to run over the next 12 months.

Twenty for Twenty as we've called it, is a celebratory commitment, aimed at enhancing staff, client and community engagement, support and relationships.

This exciting initiative commits the Practice to deliver twenty initiatives over the course of our twentieth anniversary.

These initiatives, grouped into four 'themes' reflect our core Practice values. They largely build upon our established people-centred and charitable objectives, but with more focussed outcomes. They additionally introduce a number of new initiatives, through which we aim to grow and develop specific aspects of the business operations our people's skills, health and wellbeing.

The initiatives that make up the programme will reflect current and future business priorities, aimed at ensuring the continued prosperity of the Practice, our people and the clients and communities we are all proud to work with.

2001-2021

Theme 1: People Skills Development

As a Practice that has always been dedicated to supporting the personal and career progression of our valued workforce, it was a natural decision to focus our first theme on people skills development.

This theme aims to support staff across all areas of the Practice. It will build upon our established training and development programmes, with a renewed focus on initiatives that develop confidence and broaden skills and capabilities, allowing us to better help individuals fulfil their personal and career aspirations.

One new initiative will see the launch of a Future Leaders Programme, which will provide mentoring and coaching for eligible individuals with management aspirations. We'll also be continuing our commitment to supporting apprentices and graduates who are pursuing technical and professional qualifications.

Other plans include providing short workshops to help instil a deeper understanding of the key functions across the Practice, and the implementation of a programme of IT training sessions for beginner, intermediate and advanced levels.

In addition, we're going to be encouraging staff to offer up to two working days' worth of volunteering, which may include support to some of our clients' own charitable organisations and social value objectives.

THEME 1

People Skills Development

1	Devise and launch a Future Leaders Programme, providing mentoring and coaching for eligible individuals
2	Develop FFT - Behind the Practice refresher initiative, providing short workshops explaining the key functions across the business
3	Implement a programme of IT training sessions that will be delivered to provide skills development at beginner, intermediate and advanced levels
4	Continue to support apprentices and graduates pursuing professional qualifications - Aim to help at least two graduates attain MRICS or equivalent
5	FFT staff to be sponsored and encouraged to provide a maximum of two days volunteering in 2021 in support of a charity or social value initiative

Theme 2: Health and Well-being

If the pandemic reiterated anything to us in 2020, it was the importance of health and well-being. So we've set our second theme around a set of initiatives aimed at boosting mental and physical health.

From life skills courses and first aid training to health and well-being awareness programmes, there will be plenty on offer across the Practice.

We will encourage staff to develop and deliver a variety of activities, which may for example include walking, running and cycling clubs, where possible linked to the charitable activities and fundraising goals of Twenty for Twenty.

In a continued period of lockdown and uncertainty due to COVID-19, we will also refresh and support new and engaging networking events, with the goal of tackling feelings of isolation and encouraging social interaction.

THEME 2

Health and Well-being

6	Sponsor and arrange up to 20 x 1 hour life skills courses for staff covering nutrition / diet, cooking / physical exercise / horticulture (gardening) and environmental activities
7	Provide First Aid training for 20 members of staff
8	Encourage fitness by introducing walking, running and cycling clubs with collective targets linked to charitable fundraising (promoted by an internal fundraising team)
9	Run a series of health and wellbeing awareness programmes, with the extended offer of specific professional counselling as and when identified
10	Monthly social networking events arranged to tackle loneliness, encourage personal interaction and support positive wellbeing

2001-2021

Theme 3: Innovation and Technology

Moving forward with technology, our third theme has seen us launching a new website that will better showcase the vast array of skills we offer as a Practice.

We also have plans to develop and implement a suite of web-based client relationship management tools to boost efficiency and engagement, and will continue to promote our external Forum for Thought webinars and virtual training platforms.

For our clients who need digital data solutions in line with the Building Safer Agenda, we will commit to explore options and, as appropriate, invest in new software and supportive training.

In addition, we have plans to develop and implement a suite of web-based client relationship management tools to boost efficiency and engagement, and will continue to promote our external Forum for Thought webinars and virtual training platforms.

THEME 3 Innovation and Technology	
11	Design and launch a new website to showcase our services and promote the Practice to existing and prospective clients
12	Develop a new SharePoint platform for digital project reporting reducing paper waste / carbon footprint
13	Invest in new software and associated training to support our clients requiring digital data solutions in accordance to the Building Safer Agenda (including digital measurement and 3D drawing tools)
14	Continue to promote our external Forum for Thought webinars and virtual training platforms
15	Develop and implement a new suite of web-based client relationship management tools

2001-2021

Theme 4: Charity and Social Value

Charity and social value has always been central values of the Practice and we are proud of the wide variety of projects and organisations we have supported over the past two decades. We have a desire to continue this and further enhance awareness about the vision and charitable objectives of what we refer to as the 'FFT family'.

We will provide free coaching and mentoring to eligible clients' personnel and the communities they support, helping people build confidence, skills and improve their life and work prospects.

Through our Effinity Charitable Foundation, we will continue to support the development and education of young people, and will commit up to £20,000 to causes and initiatives that back this endeavour.

We will also dedicate time and financial support to up to 20 social value or community activities nominated by our clients, including practical work experience for job seekers.

Finally, we plan to support or develop a community asset renovation project with a commitment of up to £5,000, perhaps working alongside other parties to help with delivery and funding.

THEME 4

Charity and Social Value

16	Provide up to 20 hours of free coaching / mentoring to client personnel / communities to support their skills and career development
17	Commit £20,000 to causes and initiatives that support the development and education of young people through our Effinity Charitable Foundation
18	Provide time or financial support to 20 client social value or community activities including practical work experience for job seekers
19	Support projects that tackle food and hygiene poverty in the communities in which we work
20	Support or develop a community asset renovation project (FFT Build)

2001 - 2021

FFT: Working Together to Support, Develop and Nurture for Another 20 Years

Twenty for Twenty is certainly set to be a considerable undertaking, but pulling together as the FFT family always has done, we know that everything is achievable.

We look forward to working with our clients, staff and partners on our celebratory programme for 2021, and feel confident that the initiatives to which we will commit our time and resources will set us up for another 20 years of success and community support.



2001-2021