

2020 Annual Review



Welcome

On behalf of the Partners of Faithorn Farrell Timms, I am delighted to welcome you to our inaugural Annual Review.



Colin Farrell

Choosing 2020/21 as the year to launch this report may seem a strange move. The intention was, in part, to use it to mark the start of our 20th year in business. Due to the coronavirus pandemic however, 2020 brought everyone an unexpected and unprecedented series of challenges. Accordingly, this report has a slightly different 'flavour' than we originally planned.

It is extremely positive and pleasing that, despite the disruption, stresses, and uncertainty of the past year, we successfully embraced technology and developed new working practices that enabled us not only to continue providing high-quality professional services and maintain positive relationships with our clients, but also to improve efficiency and responsiveness in a number of areas. We are also thankful that we have not made any redundancies, despite having a proportion of our staff on furlough during the summer of 2020. Indeed, our overall staff numbers have grown as we have recruited to meet increased workload demands, and have continued our commitment to invest in staff training, development and apprenticeships.

The year, however, has not been without its challenges. As a Practice firmly rooted in personal relationships and interaction, we have found it difficult to maintain the exceptional levels of contact, communication, pastoral care and individual support we are proud to be known for.

Our staff survey provided reassurance that, in the absence of a 'guide book', we got most things right. But it also exposed some 'gaps', which we have committed to address and learn from moving forward.

As we commence our 20th anniversary year, we hope the world will start to return to some form of normality. We hope to take the best of what we have learnt over the past year, and overlay this onto the solid foundations established before it, so that we can continue to prosper and improve upon the enviable reputation we have worked so hard to build.

In concluding this introductory note, I would like to put on record my personal gratitude to all our wonderful Partners, staff, consultants and of course, clients, without whose continued dedication, commitment and support, we would not be able to report so many positive messages. I hope you enjoy reading this report and, if you would like to speak personally with me or any of my colleagues about any aspect of it, we would be delighted to hear from you.

Thank you and best wishes for 2021,



**THE
ACADEMY
OF
EXPERTS**





Contents

About FFT

A short history

20 Years of growth

2020/21 Overview

Key achievements

Our service offering

Our clients

Supporting our clients

Our people

How we support our people to give the best service

Charity and social value

Our charity and community involvement

Supporting communities, supporting clients

The year ahead

What our clients say

The people behind the Practice

Contacts

About FFT

Faithorn Farrell Timms is an award-winning Chartered Surveyors' Practice, providing a multi-disciplinary property consultancy.

Established in 2001, FFT has evolved into a well-known and respected Practice. We offer a diverse range of innovative professional services to our ever-growing portfolio of clients, across multiple sectors.

Operating from four regional offices, and with over 85 professional, technical and support staff, we have the capacity to provide a locally-focused service with a national reach.

We remain a privately-owned limited liability partnership, with Partner-level involvement in all client relationships and projects.

Our vision is to be acknowledged throughout the UK as a respected provider of surveying and property consultancy services, known for our commitment to delivering outstanding value and exceptional quality to our clients, and for giving back to the wider community.

Our ethos centres on fostering long-term strategic relationships with our clients by attracting and retaining the best quality personnel and maintaining a steadfast commitment to excellent service delivery.

01

Promoting gender diversity
in FFT the workforce
49% female 51% male.



A leadership priority

Ensuring everyone feels included and valued at FFT is a priority for the Senior Management Team. We are very proud of our efforts to date to foster an inclusive and diverse culture, and of the recognition we have received as a result of our efforts.

We are committed to investing in a variety of ways to help our people identify potential blind spots and biases, deepen their emotional intelligence, demonstrate empathy and create allyship as core skills we can all employ within the workplace and out in the communities we work in.



Building a diverse and inclusive workforce

We continue to support and promote diversity and equality as we believe they are critical to the success of our Practice and to the future of our profession.

We continue to employ people from diverse cultures and backgrounds and with a wide range of personal and professional experiences. We are committed to building an environment where all of our people feel they belong and can reach their full potential in a safe and welcoming environment.



Tracking our progress

We are proud of the progress we have made in terms of diversification of our workforce, and the work we are doing to improve our HR policies, procedures, general awareness and practical application of equality and diversity issues.

But delivering positive outcomes requires continuous input, and we acknowledge we can always do more to drive better results in the area of diversity and inclusion.



Active members of WISH

(The Network For Women In Social Housing)

A short history

2021 marks our 20th anniversary. Over the past two decades, we have grown from a small building surveying practice into an established business, providing a broad professional consultancy offer across a range of client sectors.

Initially operating from a small office in Dartford, Kent, we started out in 2001 with fewer than six staff providing building surveying services to a small number of housing associations and schools. As a bright, young and innovative firm, our infectious energy and ambition to do things differently and better, secured us a core of early loyal clients, including Hyde Group, Southern Housing Group, Worthing Homes, Eldon Housing Association and The Diocese of Southwark.

The support shown by our 'early adopter' clients was matched by the faith of our first tranches of employees, many of whom left secure employment to be part of our exciting journey. By the end of our first year, from a standing start, we turned-over more than £1m in fee income and employed more than 10 staff. We are immensely proud and honoured that 70% of those employed in our first year remain with FFT 20 years on.

Building on the success of our work in north London, we opened our second office in Islington in 2002. This was established to support the growing workload for Hyde Northside (part of Hyde Group) and Southern Housing Group who over the subsequent six years, we would go on to support delivery of some of the most innovative social housing projects of the time, including major tenanted local authority housing stock transfers and one of the UK's first housing PFI projects.

Our Dartford office was relocated to Orpington in 2004 to support our growth in staff and workload. We promoted our first Partners from within the business as an early indicator of our intent to support the career and personal development ambitions of our people. Over the next few years, Partners would increasingly take on more responsibility for the development of business streams and client relationship management.

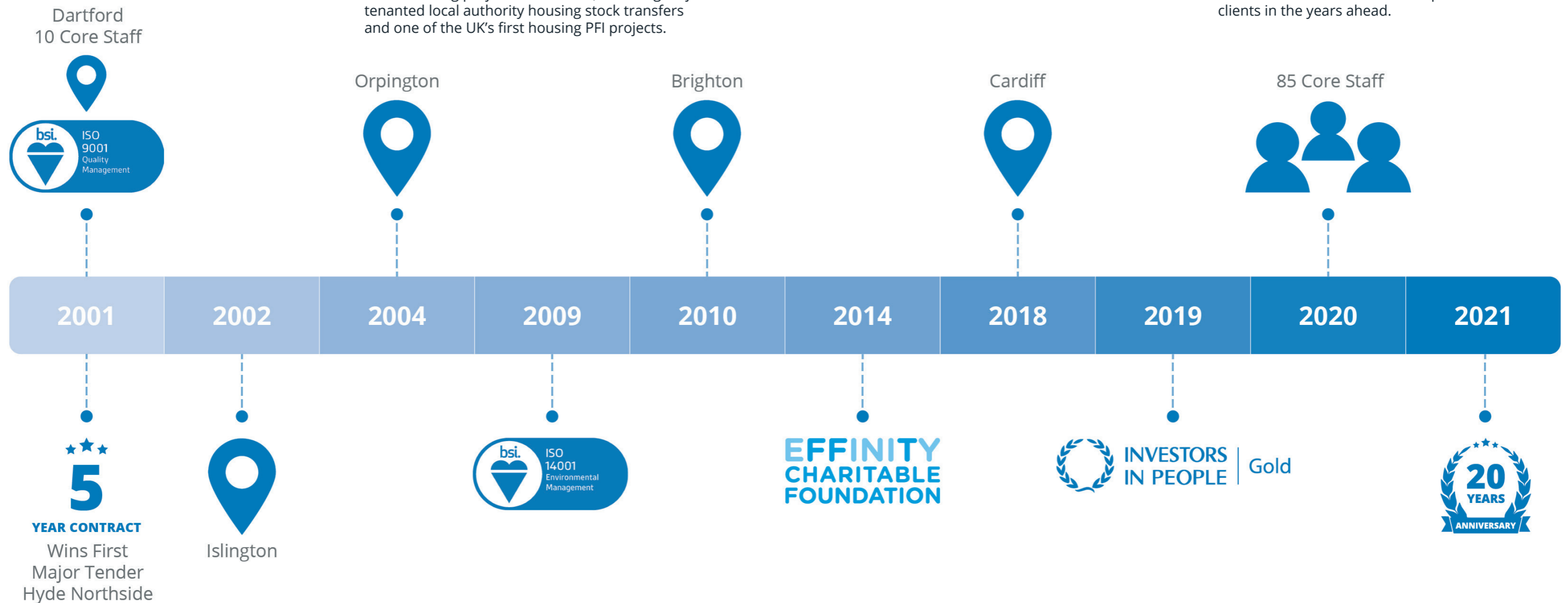
We supported the personal ambition of individual Partners and staff by opening further offices in Eastbourne (subsequently relocated to Brighton), North London, Gateshead and Cardiff. This has allowed us to attract more staff from and expand our service offer to cover a broader geography.

We have continuously invested in our business and our people. We proudly maintain a host of professional memberships and accreditations and, in 2019 secured the Investors in People Gold, testament to the value we place on staff training, development and wellbeing.

As we enter our 20th year, we have increased the business more than tenfold. Through a measured and well-managed succession plan, the ownership of the Practice is now shared more widely, but remains independent and privately owned.

Despite the inevitable changes that come with growth and diversification, we steadfastly maintain the same core values we did at the beginning, and our vision is to continue to increase our capacity to deliver the 'trademark' FFT experience to more clients in the years ahead.

02



20 Years of growth

03

Annual Gross Turnover

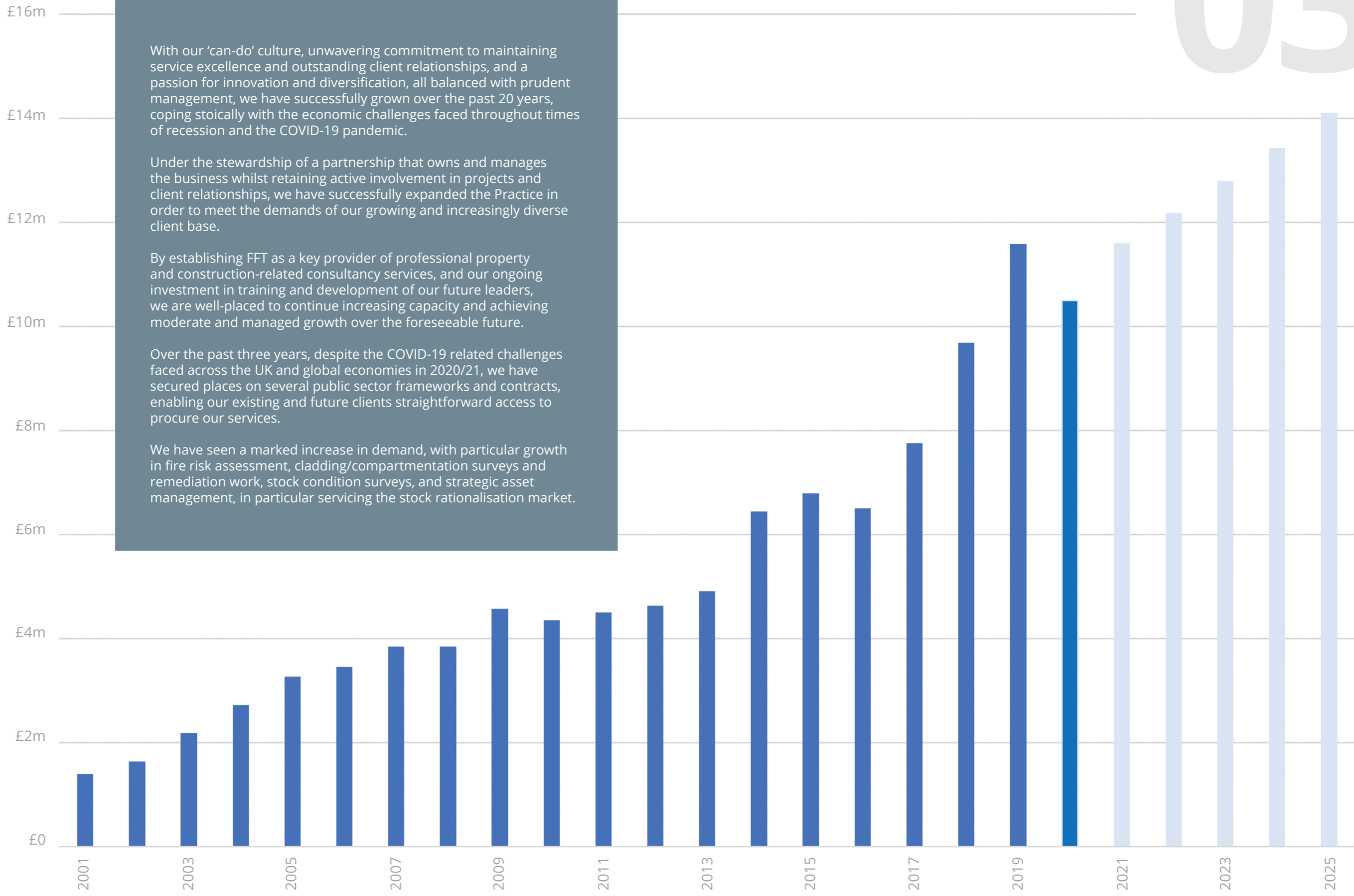
With our 'can-do' culture, unwavering commitment to maintaining service excellence and outstanding client relationships, and a passion for innovation and diversification, all balanced with prudent management, we have successfully grown over the past 20 years, coping stoically with the economic challenges faced throughout times of recession and the COVID-19 pandemic.

Under the stewardship of a partnership that owns and manages the business whilst retaining active involvement in projects and client relationships, we have successfully expanded the Practice in order to meet the demands of our growing and increasingly diverse client base.

By establishing FFT as a key provider of professional property and construction-related consultancy services, and our ongoing investment in training and development of our future leaders, we are well-placed to continue increasing capacity and achieving moderate and managed growth over the foreseeable future.

Over the past three years, despite the COVID-19 related challenges faced across the UK and global economies in 2020/21, we have secured places on several public sector frameworks and contracts, enabling our existing and future clients straightforward access to procure our services.

We have seen a marked increase in demand, with particular growth in fire risk assessment, cladding/compartmentation surveys and remediation work, stock condition surveys, and strategic asset management, in particular servicing the stock rationalisation market.



FY Commencing April

04

2020/21 Overview

In common with the global economy, 2020/21 presented new and unprecedented challenges for us. While we suffered a short 'blip' at the start of lockdown, our staff and clients have shown agility and resilience that has helped us navigate and overcome the commercial and personal impact of COVID-19.

In a year that has irreversibly damaged so many businesses and individual livelihoods, and impacted upon the health and well-being of millions, we are immensely fortunate to operate in sectors where client demand has remained buoyant, and we have been able to quickly adapt and continue to provide services to meet this demand.

Having made considerable investment in new IT systems infrastructure in 2018/19, all our staff were already equipped with the Microsoft Office 365 suite, with cloud-based storage via both SharePoint and Azure. This enabled us to transition from office to remote working relatively seamlessly, and we have used the opportunity to upskill ourselves and make day-to-day use of video conferencing and collaborative document sharing, to an extent that might otherwise have taken years.

As a Practice which is so invested in personal contact and relationships, the transition to 'online' communication did not initially come naturally, but it is immensely satisfying to reflect on how quickly and well our people adapted.

We are delighted that in spite of all the challenges, our year-end financial results are the second-best we have achieved to date. We successfully recruited and inducted more than 10 new staff and have secured an enviable pipeline of work for 2021/22 giving us a robust start to the new financial year.

Whilst we have maintained positive and regular dialogue with our staff and our clients, 2020/21 was uncharacteristically 'quiet' in relation to 'normal years' in terms of personal interaction, client relationship development, supporting promotional events and networking. As COVID-related restrictions ease, we anticipate re-establishing our renowned presence at conferences, networking and training functions, and are looking forward to hosting a series of planned events in celebration of our 20th anniversary.

Key achievements



In addition to project delivery, we were able to provide continuity to our established training and CPD programmes through the launch of our Forum for Thought digital learning platform. Throughout 2020, we delivered a mix of virtual round-table discussions and topic-specific updates / training sessions to clients in support of CPD and personal development goals, as well as providing valuable networking opportunities.



We were delighted to re-secure our place on six Lots under the South East Consortium Consultants framework, which we anticipate will provide many opportunities for business from existing and new clients over the next four years.



We are also a Framework Partner to the National Framework Partnership, retained to supply consultancy services across five services Lots.

Despite the pandemic, and as an indicator of our confidence in the years ahead, we have grown our workforce through recruitment at levels from apprentice to senior surveyor since March 2020.

We secured in excess of 650 new projects from more than 125 clients, helping us exceed £10million fee turnover for the second successive year.

We have maintained our commitment to charity and social value, supporting a range of local projects, some in partnership with clients and via our Effinity Charitable Foundation, with total annual giving approaching £50,000.

We have been overwhelmed at the support and loyalty shown by our clients, without which the year would have been all the more challenging. Whilst we hope that 2021/22 will see a return, in part at least, to office-based working, we intend to continue taking full advantage of the many efficiencies and agility we have learnt through the 2020/21 lockdown periods.



05

Our service offering

The growth and diversification of FFT is a reflection of our ambition to be the consultant of choice for our clients. Not only do we set out to be a 'one stop shop' to fulfil all the technical requirements of our clients, we also aim to deliver our services in a way that makes clients want to work with us. Whatever the question, we endeavour to make the answer always, "Yes".

While FFT can be considered a 'multi-disciplinary' Practice, we like to think of ourselves as a collection of specialist consultancies operating within a larger collective entity.

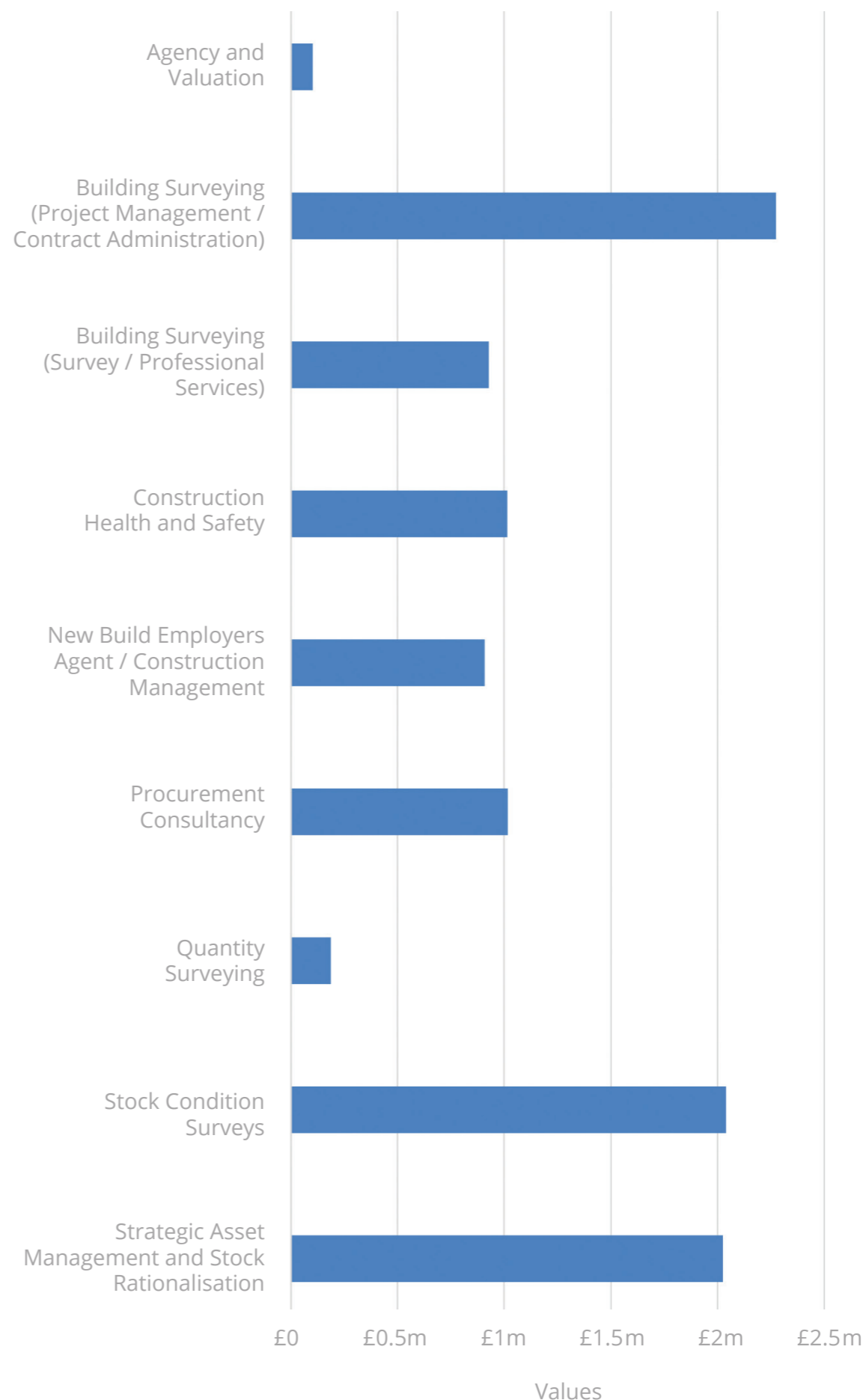
We remain committed to our roots in building surveying, quantity surveying and project management, but are now additionally firmly established specialists in the following consultancy fields:

- Public Procurement Consultancy
- Health and Safety Consultancy, including CDM Principal Designer
- Fire Safety Consultancy
- Strategic Asset Management, including stock condition surveys and asset performance appraisal
- Energy efficiency/carbon reduction assessment, retrofit, advice, design and project management
- Stock Rationalisation Agency and Consultancy
- Housing Consultancy and Interim Management

The indicative proportion of our turnover by each discipline for FY 2020/21 is shown opposite.

In addition to our core staff base, we have long-established strategic relationships with a number of specialist sub-consultants to enable us to provide clients with both breadth and capacity, often working to demanding timescales and/or turning around challenging projects through our expertise and commitment.

Indicative turnover by professional discipline



Our clients



Since 2001, we have been commissioned by more than 1,000 client organisations. Over this time we have seen many changes, mergers, re-structures and re-brands. We have enjoyed tracking the career development of so many individuals with whom we have forged lasting relationships.

We are privileged to work in sectors where the opportunity exists to build lasting relationships over time, giving us the opportunity to fully understand our clients' requirements and the way in which we can add value.

More than 50% of our 10 largest clients (by fee income) have commissioned FFT for more than 10 years, which is testament to the consistent quality of services provided and the importance we place on client relationships.

In 2020/21 we received 1,060 project commissions from 187 clients covering a wide range of projects with individual values from less than £1,000 to more than £500k.

The majority of our clients are housing associations, local authorities and housing charities, and our activity in these sectors this accounts for 88% of our fee revenue.

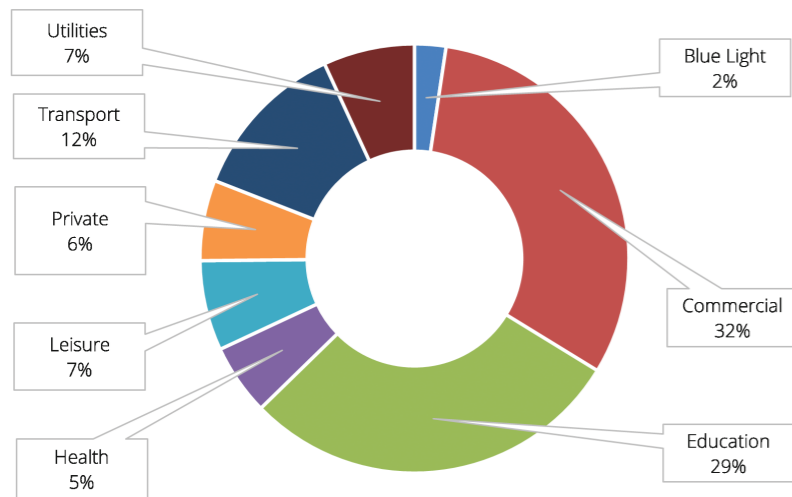
The balance of our income is shared across multiple sectors including education, commercial, health, leisure and private clients.

Whilst the core of our client base is in the affordable housing sector, we have broadened the range of specialist services delivered, building our profile across departments. We continue to develop our education, leisure and private / commercial client base.

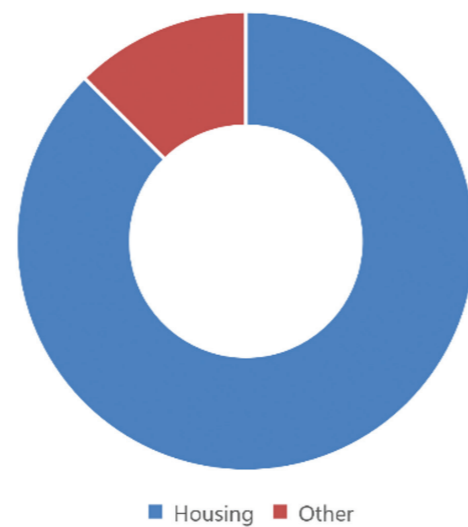
We believe that we have managed to maintain many of our key client relationships through the investment made in our own people. When our staff feel happy, supported and motivated, this impacts directly on our clients. This is because the way our staff feel is reflected in the client service they commit to delivering.

Through our commitment to delivering social value, we continue to support our clients outside of the pure project requirements. We routinely support client personnel with training and mentoring, formally and informally, to aid personal skills development including the pursuit of higher education and professional qualifications.

Fee revenue in non-housing sectors



Fee revenue by client sector



Supporting our clients

FFT is well known for going the extra mile. Many of our long-term relationships are underpinned by our willingness to support the corporate, charitable and social interests of our client organisations and the people that work in them. With a rich pool of experience and talent in the Practice, we relish sharing knowledge and best practice, and regularly support the training and career development of those we work with.

With a number of recognised experts in their respective fields, providing training, mentoring and coaching to both staff and clients has always been something FFT has advocated and been committed to.

Whether providing operational support and technical upskilling to new entrants; or leadership and coaching to experienced professionals, including supporting candidates achieve RICS professional qualifications, our senior management team are committed to the training and career development of those we work with.

With changes to working processes sweeping through the Practice as a result of the COVID-19 pandemic, it quickly became apparent that we would need to find a new way of supporting our clients with the value-added training that had always made a considerable difference within their organisations.

With this in mind, a series of webinars were planned, all proving very popular. Areas covered included fire compartmentation and fire doors, individual refreshers for CDM and the Decent Homes Standard, a session on the Party Wall, Access to Neighbouring Land Acts, and a popular presentation on practical contract administration.

Some 280 clients from 16 organisations attended across the 14 webinars, many of which were recorded for later offline viewing.

In addition, a number of members of our senior team were involved in events, many of them virtual, and were given speaker slots, in particular in the area of procurement.

	Webinar	Presenter(s)
1	Modular Construction	Richard Pell Partner
2	Subsidence	Paul Whalley Equity Partner
3	The Construction Design and Management Regulations 2015: Refresher for Clients	Shane Jeeves Associate Partner
4	Fire compartmentation	Dave Wheeler Project Surveyor
5	The Party Wall Act and Access to Neighbouring Land Act	Paul Whalley Equity Partner
6	Fire doors	Dave Wheeler Project Surveyor
7	Practical Contract Administration	Mehmet Bekir Partner
8	Public Procurement - An Introduction to the Public Procurement Regulations for RP clients	Jennifer Jones Senior Associate
9	Decent Homes Standard: Refresher	Matt Meehan Equity Partner
10	Building Contracts: Principles, Options and Practical Application	Lee Maskell Equity Partner Paul Smith Associate Partner
11	Leasehold Consultation	Lynn Bekir Associate
12	Stock Rationalisation Leaders Round	Stuart May Senior Consultant Robert Pratt Senior Consultant
13	Housing Strategic Asset Management and Property Performance Appraisal	Colin Farrell Senior Partner
14	Housing Stock Condition Surveys and HHSRS	Matt Meehan Equity Partner



Our people

Commonly referred to as 'the FFT Family' we are rightly proud of the calibre, skills and character of the Partners, staff and consultants we trust to deliver professional services to our clients. Through our continued commitment to nurturing talent, providing opportunities and maintaining a place where people want to work, we enjoy a low turnover of staff and celebrate high levels of staff satisfaction.

With nine Partners, more than 85 employees plus over 20 professional consultants, the FFT Family has grown significantly over the years. We are proud of our high rate of staff retention, and also proud that that we have welcomed 10 new people in 2020/21.

We have always strongly believed that, in order for staff to maintain enviable client relationships and deliver services in the way we set out to in 2001, it is essential to retain and attract the best. FFT has always been committed to providing a workplace that fosters a culture of support, collaboration, health and well-being for everyone.

In 2019, we secured the prestigious Investors in People Gold Accreditation, providing independent endorsement of our values and commitment.

The implications of the COVID pandemic have made it extremely challenging to maintain the level of pastoral care, personal training and development that comes with working for FFT.

In response to a staff survey we have however implemented a number of new initiatives to help maintain regular communications and strategies to 'keep the family together'. Through regular newsletters, staff meetings and Partners' briefing notes, virtual team meetings and quizzes, we have sought to make sure everyone feels connected and involved.

We are enormously proud of the unfaltering dedication of our staff throughout the pandemic, and the professionalism and good humour with which they have continued to support our clients and each other.

As we hope to return to some form of normality in the months ahead, we have plans in place to provide further pastoral care and mental health support to any staff who need help re-adjusting post-lockdown.

Now, with ramped-up efforts and new schemes in place to maintain that all-important feeling of connection that was identified through our staff survey as being crucial Practice-wide, and with our soon to be launched **Twenty for Twenty** anniversary programme gearing up to bring us all even closer together courtesy of an array of exciting initiatives, we are confident that, even though the pandemic-related challenges are clearly set to continue for the foreseeable future, we are in a secure and encouraging place, all thanks to the continued efforts of our valued people.



07



“

It's a good firm and its seen in the low turnover in the office. It's the trust and flexibility that make it a good place to work and makes you want to go above and beyond... the care for staff is authentic.

“

The support with training has been great. I've been on various courses for different aspects of health and safety and there's a good amount of CPD...time for qualifications and memberships paid for...I can't recall any training being refused.

“

We are above and beyond the RICS on the standards point of view, I would say they are fantastic values in our office and the attitude of people. It's a nice place to work with no ill feeling about anything. People are hard-working, honest and have a good time.



How we support our people to give the best service

08

To support our people is to deliver the best in client service. From established processes and initiatives specifically aimed at ensuring staff well-being, to training, development and mentorship programmes designed to help our people shape and achieve their career aspirations and personal and professional goals, we are fully subscribed to upholding and building upon these vital commitments.

The pandemic has in no way affected these commitments, especially as our staff survey revealed the importance of maintaining motivation and staying on track with training and upskilling.

Whilst we did of course have to adapt our working family as the changes swept through our lives, we all did so with a great deal of tenacity and dedication. This rings true in the fact that not a single client relationship was negatively affected, that we continue to enjoy an outstanding reputation amongst our clients and peers, and that new business has carried on rolling in.

We continue to invest in the latest technology, tools and training to keep our people at the forefront of technical innovation and enable us to advise on and provide services reflecting the emerging requirements of our clients. Innovation and Technology is a core area of our business plan for 2021/22 as we build capacity to service increasing client demands in particular relating to the building safety and carbon reduction agendas.

Personal development and talent retention are made possible through the following structures:

- Apprenticeship Programme
- Continuing Professional Development
- RICS APC Structured Training Programme
- Retraining Programmes
- Personal and Career Development

We are also now increasingly focussed on the mental and physical wellbeing of our people.

This is a core theme of our exciting **Twenty for Twenty** initiative through which we are actively encouraging and rewarding staff to keep mentally and physically fit and make healthy lifestyle choices.

This is underpinned by the recent launch of a comprehensive Vitality health care insurance policy which is available to all Partners and staff.



To support our people is to deliver the best in client service

09

Charity and social value

Whilst we continue to support a broad spectrum of charities, we have become more sophisticated in our approach to social value and have developed a social value framework so that, as far as practicable, the charitable objectives of FFT, Effinity Charitable Foundation and our clients are aligned to achieve maximum impact.



“ We make a living by what we get, but we make a life by what we give ”

Our charity and community involvement

FFT's own charitable arm, Effinity Charitable Foundation (ECF), encompasses FFT's principles and core values.

Supporting local communities has always been important Practice-wide at FFT. It's precisely what led us to set up the ECF eight years ago.

ECF has the sole purpose of providing financial and practical support to young people, including children and young adults, who are able to demonstrate a real passion and commitment to their occupational and recreational endeavours, but who might be otherwise at risk of not realising their full potential.

At FFT, we actively encourage anyone who shows a desire to give back. During the pandemic, we initiated a programme to tackle hygiene poverty, with 1,200 washbags distributed across our client communities during the Christmas 2020 period.

During 2020, an incredible £46,293.12 has been gifted to several beneficiaries, including the Lewisham Homes- Evelyn Mindfulness Programme.

All said, as a result of the disruption caused by COVID-19, we have been limited in our day-to-day investments and sponsorship of fundraising events this year. We do of course have every intention to get things back on track as soon as it's safe to do so.



Supporting communities, supporting clients

Our social value commitment

Social value has always been a driving force for FFT and we ensure it remains embedded within the fabric of the Practice.

We have a practice-wide policy of actively seeking out opportunities to improve the social, economic and environmental well-being of the communities we work within, as well as the communities with which our clients are involved.

Supporting the community

Through our client work, we are always focused on the bigger picture, ensuring the full impact on individuals, communities and the environment are considered in context. This we do through clear communication and understanding using our skill and expertise.

Supporting our clients

We ensure we fully understand our clients' goals and the social and environmental reasoning behind them so that we can allocate the right resources to support them. The corporate social responsibility agendas of our clients are important to us and we seek to tailor and align our social value offer to mutual benefit, optimising outcomes. We play an active role in assisting our clients to identify employment and training opportunities for their residents and the wider local communities.

Our social value strategy

Economic

- Create job opportunities across our Practice.
- Support our clients communities to maximise their knowledge and skills to access employment.
- Promotion of opportunities working in partnerships with contractors within the property or construction sectors.

Social

- Consider equality and diversity in the provision and operation of services including a Practice that is representative of the authorities/ organisations that we serve.
- Provide opportunities for all, including the most vulnerable, to make a valuable contribution to their community.
- Promote the safeguarding and welfare of young people and adults.
- Promote the health and wellbeing of our clients residents within their communities.

Environmental

- Promote initiatives which retain and enhance or protect our clients natural environment for the benefit of local residents.

Our commitment to viewing situations from a broader perspective allows us to understand the wider impact of our plans, and we are committed to continuously monitoring and adapting those plans to meet the changing needs of our clients, and of the communities that stand to benefit.

Our values



Quality and value is at the heart of all we do



Social value is part of our makeup



Commitment in every respect

To our clients and their goals, to our people, to the environment and to the wider community.



Solution-finding expertise

Solution-finding expertise backed by a proactive and agile approach to meeting clients' objectives.



Ethical and honest

Building trust through openness and ensuring quality through an upfront approach



Investors in people

So that our clients have access to the widest possible range of levels of expertise and continuity of service

10



The year ahead

As we emerge from a year largely dominated by COVID and lockdown, we are looking forward to a buoyant year for business and a host of activities and initiatives to celebrate our 20th anniversary.

In spite of the damaging effects of COVID-19 on the wider UK economy, FFT is optimistic about prospects for the next five years.

We are heavily invested in public sectors that continue to enjoy political support and work with client organisations that are well-managed, profitable and committed to their corporate and social objectives of providing good quality housing and educational facilities. Our services compliment these needs and through securing our place on several frameworks, it has never been easier for clients to access our services using compliant procurement routes.

We are confident that the opportunity for further, manageable growth exists for FFT. We intend to achieve this through organic expansion with a continued focus on recruitment and training. We have never acquired or merged with any other business and have no plans to do so in the foreseeable future.

We will also not compromise our professional integrity and standards by over-committing and will always be honest with our clients about what we can, and cannot do.

As we enter our 20th year in business, we will deliver a range of exciting initiatives and invest in innovations to further improve our service offer and staff offer, upholding our reputation as an employer of choice.

Central to this is our **Twenty for Twenty** programme. Based around four themes, we will invest £100,000 in 2021/2 delivering 20 exciting projects to benefit and advance our staff, our business systems and processes, charity and social value.

Through this we will for example launch our **Future Leaders Programme**, which will provide business administration training and management coaching to selected candidates, laying the foundations for creating capacity for the succession of the ownership and management of the Practice in the years ahead.

We are also investing in targeting mental health and wellbeing of our staff through the provision of reactive support services, supporting affected staff as we navigate the post-pandemic period. And also by for the first time introducing a comprehensive private healthcare and wellbeing package, encouraging people to better prioritise physical and mental health and build broader skills and interests outside of the workplace.

It is also hoped we can start to re-introduce our popular networking and hospitality events and support of conferences and sporting events as the COVID restrictions progressively ease.

What our clients say

When we receive not just positive, but glowing feedback from our valued clients, it really is very gratifying. Not just because of the effort we've put in as a Practice to instil failsafe quality systems, but because it demonstrates the commitment of every member of the team involved in the project in exceeding each client's goals.

This is something of which we are incredibly proud, as it shows that practice-wide, we all share the same values. The very values that led to exceptional client retention through that all-important, long-term partnership approach.



“

Our first year delivering Social Value with FFT has exceeded our expectations.

2020 has brought many unexpected challenges for our residents. It led to massive developments in the way we work and how we're able to respond the changing needs of residents.

We've needed our contractors to be adaptable in delivering social value over the last year too. FFT have gone above and beyond to help. We've worked together to deliver food and essential supplies to some of our most vulnerable families. We've even been able to run martial arts sessions to help young people improve their mental wellbeing with funding from FFT.

As a business FFT have a heart for supporting our communities. That's reflected in the way we've collaborated in exceptional circumstances. 2021 will no doubt bring new challenges to the table. I'm looking forward to working toward solutions Colin and the rest of the FFT team.

Project Coordinator-Partnerships and Social Value
Optivo

“

Through MTVH's new Social Value policy we've been able to work alongside a number of contractors, namely FFT to provide over 600 Christmas Hampers. FFT were able to provide 250 washbags filled with vital everyday essentials like toothpaste, shampoo, deodorant and toothbrushes. What those items mean for residents, is that they won't have to choose food over washing their hair or sharing a toothbrush.

Without working in partnership with organisations like FFT, MTVH could not provide the additional support for residents who need it most, especially at Christmastime. Despite the difficult year that many residents faced, we were able to provide some semblance of a Merry Christmas.

Social Value and Fundraising Manager
MTVH

“

FFT were able to support Raven's local partner organisations over Christmas with packs of toiletries which went to struggling families and young single people. The organisations were really grateful of this kind donation, and it was very well received by their clients.

Head of Community Investment
Raven Housing Trust

“

Lewisham Homes are delighted to work with FFT to enable us to effectively support residents through what has been a difficult time mentally for us all.

Through the partnership we have been able to tailor mental health support to different groups and its success is something we're really keen to build on. Thank you FFT, your support really is appreciated.

Community Relations Manager
Lewisham Homes



Client testimonials

A procurement of this scale is an extremely specialist exercise. FFT have provided an exemplar service that has led to the recommendations in this board paper.

Group Director of Development & Assets
Asra Housing Group

Through excellent organisation, FFT have ensured smooth delivery of high quality units for shared ownership and rental market for L&Q customers. We look forward to working together on future sites.

Development Manager
London & Quadrant

Faithorn Farrell Timms acted competently as Principal Designer, providing a high level of service from start to finish. They ensured that all parties were made aware of their obligations, which resulted in the smooth and safe delivery of the project.

Refurbishment Manager
Grainger Plc

FFT have provided online support to our residents through virtual Confidence for Interviews training, and practical help through donations of toiletries to some of our most vulnerable households.

This makes a world of difference for our residents in these difficult times. We get great feedback from our residents and it's lovely to be able to offer this help thanks to FFT.

Volunteer Coordinator
Optivo

The people behind the Practice

12

Senior Partners

Robin Faithorn
Colin Farrell
Jeff Timms

Associate Partners

Shane Jeeves
Paul Smith

Equity Partners

Lee Maskell
Matt Meehan
Paul Whalley

Senior Associates

Kevan Allaway
Dave Chesterton
Jennifer Hopkins
Adam Keys

Partners

Mehmet Bekir
Richard Pell
Ian Richardson

Senior Consultants

Barry Carey – Agency and Valuation
Stuart May – Stock Rationalisation
Robert Pratt – Housing Consultancy

13

Contacts



efffftee.co.uk



Orpington
Central Court, 1 Knoll Rise, Orpington, BR6 0JA



01689 885080



orpington@efffftee.co.uk



Potters Bar
Maple House, High Street, Potters Bar, EN6 5BS



01707 654271



pottersbar@efffftee.co.uk



Brighton
Suite 4e Castle House, Sea View Way, Brighton, BN2 6NT



01273 305027



brighton@efffftee.co.uk



Cardiff
The Maltings, East Tyndall Street, Cardiff, CF24 5EA



02920 351531



cardiff@efffftee.co.uk
cardiff@efffftee.cymru



effefftee.co.uk