

LitmusFM - who we are

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We meet our client's needs and objectives

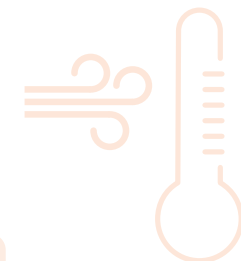
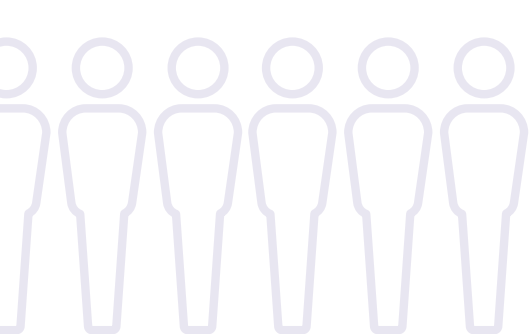
LitmusFM provides facilities management consultancy and asset surveying services to a wide range of organisations in the Corporate, Commercial, Healthcare and Education sectors, both in the UK and internationally.

In today's challenging economic climate, we help organisations ensure that money spent delivers the required results, and we support our clients by optimising their business productivity. We aim to reduce waste and inefficiency in service design, construction, asset management protocols and maintenance and replacement processes, saving money and delivering real value.

We recognise that there is a huge potential within any organisation to improve operational FM performance. We unlock this potential through our range of services, audits, and inspections, backed by over 30 years of FM experience.

We have worked with a wide range of sectors, including Education, Business & Industry, Healthcare, Charities, Blue Light, Local Authorities and Government Institutions.

Solutions that work



LitmusFM - who we are

We deliver positive outcomes out of challenging circumstances

Our people bring technical expertise and commercial insight to the delivery of strategy, asset management and infrastructure projects. We construct multi-skilled teams of consultants and world-class technical specialists from across our organisation to create practical solutions that deliver value-driven outcomes that safeguard the future of any property investment.

We provide in-depth technical advice on all aspects of building operation and maintenance and continually seek to optimise service delivery solutions.

When we work on creating revised Target Operating Models, our approach is not just about deploying standard ways of working. We focus on each setting individually, working in collaboration with our client and, when appropriate, research and stakeholder engagement. We seek out and define the right outcomes for those affected by the FM provision and shape the desired outcomes from the outset.

Today, achieving the right mix of services, technology and connectivity creates a basis for delivering better customer outcomes and more productive workplaces.

LitmusFM - who we are

Our services are wide-ranging - but connected

Our aim is to support organisations by providing in-depth technical advice on all aspects of building operation and maintenance and by continually seeking to optimise service delivery solutions.



Review & Benchmarking

Driving cost efficiency and value for money remains a priority and conducting a review (or our benchmarking solution) provides a proven approach to focusing on the efficiency and quality of combined and individual facilities management services.



Tendering & Supplier Selection

We understand that managing tenders is not always straightforward. A deep knowledge of the market and the supply chain enables us to identify and recommend the best providers to bid for specific projects.



Monitoring of Facilities Management Contracts

When any service is outsourced, its performance should be closely monitored. We provide this service to many organisations to ensure services are delivered to agreed specifications and comply with legislation.



Interim Management

We embed experienced and trained Litmus facilities directors and managers within your organisation.



PFI Expiry & Handback

The end of a PFI project presents complex challenges... and opportunities. Our advice and support will ensure an efficient and effective transition process and a successful end to the contract.



The Premises Compliance Evaluation

Checking the effectiveness and compliance of your facilities management services. Our Premises Compliance Evaluation (PCE) is a checklist service to ensure that all possible building and service failures are considered and addressed.



Asset Management and Whole Life Modelling solutions

Asset Management and Whole Life Modelling solutions ensure that the right building maintenance and asset management decisions are made as part of an overall property strategy.



Electronic, Real-Time Evaluation Technology

Our electronic evaluation solution is designed to track and evaluate the effectiveness of facilities management solutions and how the environment around stakeholders is affected.

LitmusFM
- who we are

Some of our Clients by sector

Government



Manufacturing



Finance



NHS



Education



Specialist



Review & Benchmarking

Driving cost efficiency and value for money remains a priority and conducting a review (or our benchmarking solution) provides a proven approach to focusing on the efficiency and quality of combined and individual facilities management services.



The Service

The primary objective of our FM consultants is to create a Target Operating Model (TOM) to enable the application of a given facilities management strategy. This is a high-level representation of how a business can best be organised to deliver and implement an organisation's facilities and estate strategy more efficiently and effectively.

We embed our team and work with key stakeholders (and the incumbent service provider(s)) to identify real opportunities to improve FM service delivery.

Outputs

- ▶ Options Appraisal
- ▶ The creation of a new Target Operating Model (TOM) from Options Appraisals
- ▶ Team Skills Review
- ▶ Stakeholder dialogue & research
- ▶ Reviews would include both hard and soft FM services (except catering, which is an exclusive service)
- ▶ Develop and present a Benchmark Analysis & Assessment

Our Services

Tendering & Supplier Selection

We understand that managing tenders is not always straightforward. A deep knowledge of the market and the supply chain enables us to identify and recommend the best providers to bid for specific projects.



The Service

Our team of highly skilled facilities management consultants work closely with organisations to identify their specific requirements and select the most suitable suppliers. Our extensive knowledge and advanced tools allow us to effectively oversee the entire bidding process confidently and efficiently.

Outputs

- ▶ Create tender specifications and contracts for both regulated and un-regulated projects
- ▶ Issue the Invitation to Tender via our secure Tender Management System
- ▶ Detailed qualitative and financial evaluation of bids
- ▶ Assist in the interviews with shortlisted bidders, post-tender clarifications and award of contract
- ▶ Monitor the transition of the new contractor

Our Services

Monitoring of Facilities Management Contracts

When any service is outsourced, its performance should be closely monitored. We provide this service to many organisations to ensure services are delivered to agreed specifications and comply with legislation.



The Service

Litmus monitors over 150 contracts to ensure no nasty surprises at the end of each operational period.

We analyse key areas monthly, including delivery to the required standards, compliance, and performance. We support clients through regular communication and a survey/audit to validate the service.

Where variances are identified, we will report back with recommendations for any remedial action.

Where key performance indicators have been agreed and form part of the contract we will monitor such KPIs at the contracted intervals.

Outputs

- ▶ Monitor supplier's performance monthly or bi-monthly
- ▶ Measure the performance against statutory compliance
- ▶ Meet quarterly to discuss the successes and challenges of the service provision
- ▶ Make written recommendations regarding any actions which need to be instigated against the findings of our conversations
- ▶ Provide an annual Premises Compliance Evaluation
- ▶ Make recommendations on any remedial requirements from our findings
- ▶ Help implement any further necessary improvements/changes
- ▶ Provide continuous assessment of changes or new statutory requirements
- ▶ Set up formal monthly discussions with the contractors and supply chain
- ▶ Make recommendations to any skills matrix and training requirements for in-house employees

Our Services

Interim Management

We embed experienced and trained Litmus facilities directors and managers within your organisation.



The Service

We have placed various roles, from project managers to specialist facilities managers and directors.

While permanent contracts still dominate the facilities management industry, interim consultants are an essential resource for organisations recruiting their senior teams or seeking to adapt to a changing environment.

Our interim consultants have been successfully deployed across all industries at group and divisional levels in Education, Government, Private and Public Sector organisations and across all FM job functions throughout the UK.

Whether it is a single assignment or an entire project team, we will match skilled professionals with experience in your workplace to meet specific needs.

Our team of facilities management consultants oversee strategic planning and implementation with confidence and expertise, and we excel in building planning and design, risk management processes, and statutory and regulatory compliance systems, as well as adding value to the procurement process and managing day-to-day building services and operations.

The service is available at a day rate or on a fixed-term/fixed-cost basis for short and long-term projects.

Our Services

PFI Expiry & Handback

The end of a PFI project presents complex challenges... and opportunities.

The Service

Our advice and support will ensure an efficient and effective transition process and a successful end to the contract. It's not easy, but with our support, it will be a positive change.

Outputs

We provide genuinely independent, practical, personable, commercial and operational advice to help meet the challenges and assist organisations in the seamless transition of PFI contracts in several ways:

- ▶ Review contract expiry provisions and plan the hand back process
- ▶ Procure pre-hand back condition, compliance and validation surveys (either on a unilateral or joint appointment basis), ensuring these are tailored to the specific requirements of individual projects
- ▶ Develop future service delivery plans, procure service providers/ develop in-house delivery solutions
- ▶ Manage the transition from the PFI contract to future arrangements (transfer of staff, records, helpdesk/CAFM systems and statutory certification documentation)
- ▶ Facilitate a collaborative approach to mitigate risk and avoid last-minute service interruptions or disputes



Our Services

The Premises Compliance Evaluation

Checking the effectiveness and compliance of your facilities management services.



The Service

Our Premises Compliance Evaluation (PCE) is a checklist service to ensure that all possible building and service failures are considered and addressed. A PCE will confirm how buildings and services perform against statutory legislative and current FM benchmarks, reflecting UK best practices.

Our specialist facilities management consultants will provide easily actionable information that can be used to identify and prioritise estate strategies for the operational delivery of facilities or property management services.

The PCE is objective and measurable, providing a non-judgmental comparison of a building's facilities, service delivery models, practices and procedures, systems, information availability and overall functionality.

Our focus is to assist and provide specialist hard and soft service support to ensure compliance with legislation and regulations and to meet and exceed performance requirements.

Outputs

- ▶ Efficiency Review
- ▶ Status Report ~ Statutory and Legislative Compliance
- ▶ Client Report
- ▶ Recommendations for improvements
- ▶ Implementation of changes

Our Services

Asset Management and Whole Life Modelling solutions

Asset Management and Whole Life Modelling solutions ensure that the right building maintenance and asset management decisions are made as part of an overall property strategy.



The Service

Our asset management and lifecycle consultancy services are tailored to meet individual requirements. Through this approach, we seek to maximise the value of a facility's mechanical and electrical assets, building fabric, furniture and equipment to improve building and asset performance and sustainability while minimising the risks of increased costs and management time.

We use recognised industry benchmark data and best practice protocols to conduct our surveys and assessments.

Key survey assessments include planned maintenance assessment and coordination, asset verification and condition surveys, lifecycle modelling and whole-life support.

In recent years, we have surveyed and reported on some of the UK's most complex, large-scale estates, including prestigious universities, multi-academy trusts, hospitals, laboratories and large corporate manufacturing facilities.

Outputs

- ▶ Creation of detailed asset registers, including asset tagging and comprehensive recording of mechanical & electrical, fabric and furniture & equipment assets within a CAFM software package
- ▶ Statutory & legislative compliance checks
- ▶ Provide lifecycle and whole-life modelling resources to develop detailed 10-20-year asset replacement programmes
- ▶ Implementation of cloud-based asset survey and management systems
- ▶ Full statutory asset compliance audits with recommendations for remedial works based on priority indexing
- ▶ Defect and dilapidation inspections
- ▶ Residual value assessments as part of a whole life approach
- ▶ Comprehensive asset risk analysis, including works planning and programming

We provide detailed, in-depth reports on all property assets, from individual buildings to large, complex portfolios, ensuring that each project output has the right detailed information to support the property strategy of each unique setting.

Our Services

Electronic, Real-Time Evaluation Technology

Our electronic evaluation solution is designed to track and evaluate the effectiveness of facilities management solutions and how the environment around stakeholders is affected.



The Service

We help to obtain real-time data through deployment of our range of technology services. Our technology solutions can significantly simplify facilities management by improving the accuracy of data collection and by reducing costs.

Our intelligent technology solutions enable organisations to play a much more predictive, proactive role by providing a clear picture of what's happening across all buildings or services at any time. Our sensors can measure thousands of different variables on an ongoing basis - far more than any human (or team) could ever hope to capture manually.

Outputs

We provide a wide range of live metrics on which to base decisions, allowing organisations to focus their efforts effectively in real-time.

Our services include:

- ▶ Ongoing monitoring of multiple building-based services and their costs
- ▶ Develop and present regular benchmark reports
- ▶ Both hard and soft FM services may be reviewed through sensor tech (except catering, which is an exclusive service)



LitmusFM
- who we are



expertise | passion | innovation

We want to support your organisation and would therefore like to offer you a pro bono, no obligation call or video conference via Microsoft Teams to discuss any facilities management challenges you may have.

How to get in touch

There are a several ways you can get in touch.

- ▶ Call us on **01276 673 880**
- ▶ Email us at **mailbox@litmusfm.co.uk**
- ▶ Complete the online contact form **here**.

If you would like to invite colleagues to a group discussion, we can arrange online meetings through Microsoft Teams.

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We're
here to
help

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