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& SERVICE

DIAMOND FACILITIES SUPPORT LTD

BEST FACILITIES SERVICES BUSINESS OF THE YEAR - 2024

Diamond Facilities Support was formed in 2010, and since then, has achieved consistent annual growth to become one of the UK's leading facilities management providers. Under the guidance of the firm's co-founders – Adam Atkins and Helen Cooper – the business now has an annual turnover of £14 million, employing approximately 115 staff across the UK.

A key driver of the firm's long-standing growth has been a commitment to providing a direct labour service to clients for the majority of jobs, rather than hiring third party contractors. This direct labour model is underlined by the fact that Diamond Facilities Support has other brands dedicated to specific areas of facilities management, emphasising the business' expertise across the sector.

Diamond Facilities Support provides a wide range of planned and reactive property maintenance services – such as M&E Compliance, general repair services, fire safety and security – and incorporates a 24/7 helpdesk for clients across a wide range of sectors. Meanwhile its sister company, Jet Through, which launched in 2019, provides a nationwide drainage and exterior cleaning service for commercial and residential properties.

A key part of ensuring Diamond's direct labour model works is ensuring that engineers are sent to jobs that marry up with their skill sets, which helps the business to achieve an excellent first-time fix rate. In order to do this, the business has developed an in-house a web portal management system, with absolute flexibility and simplicity as the basis of the system, which provides real time updates and has a full reporting capability.

The fact that it is an in-house system means that, unlike off-the-shelf systems, any changes can be made with immediate effect and the system can be completely tailored to how clients want Diamond to operate. As a result of this approach, the system has enabled the business to achieve in excess of an 80 per cent first-time fix rate over the past 12 months alone, as well as creating an incredibly swift process to manage further works.

This direct labour approach has helped to set Diamond apart from its competitors, underlined by the fact that more than 50 per cent of the firm's new business has come via referrals.

Key client wins for Diamond over the past year include Nationwide Platforms who have appointed Diamond to supply an FM helpdesk and perform a range of building compliance, reactive maintenance services and both minor and major projects.

Other key contracts won this year include providing building compliance work at multiple sites for waste management firm Biffa, as well as delivering reactive works to clients such as Punch Pubs, Mid Counties Co-op, Holland & Barrett and Cote.

The breadth of the firm's client base has also enabled Diamond's workforce to understand and keep up-to-date with the nuances of each sector's FM requirements – whether that is a retail unit, warehouse, school, care home or office block. Growth is emerging right across the board, but particularly in the hospitality, care and retail sectors, and the business is continuing to recruit new members of staff to maintain high levels of service.

Investment has also been made in the organisation's 70-strong fleet of vans to become more environmentally friendly, which has included upgrading 33 vans over the past 18 months. A core part of Diamond's success is down to the loyalty and dedication of its hard-working staff – from those based at its HQ to its engineers in the field.

Although the business is only 13 years old, the firm has recently created a ten-year club for long-serving staff members who have shown the business great loyalty over the years, where they are rewarded with a meal out and extra annual leave.

The business takes great pride not only in being a great place to work, but looking after its workforce too, which is why the company has recently launched an Employee Assistance Programme to provide support for matters outside of work, whether that is financial or emotional.

Underpinned by a strong workforce and an abundance of happy clients, Diamond Facilities Support is gearing up for an even brighter future.

For more information about how Diamond Facilities Support can support your business, visit:

<https://www.diamond-fs.com/>