



Partners in Expert Services, Large Estates Award

Information Pack

The **Partners in Expert Services Award** is a prestigious category in the PFM Awards, designed to recognise and celebrate the exceptional partnerships between organisations and their service providers who offer specialised services outside the typical FM verticals, such as window cleaning, electrical services, landscaping, and more. This award highlights the importance of collaboration in delivering high-quality, specialised services that enhance the overall functionality and aesthetics of facilities. By honouring outstanding partnerships, the award encourages continuous improvement and innovation in expert services, inspiring others to strive for excellence. It also emphasises the critical role of these specialised services in maintaining and improving the built environment, ensuring that facilities are maintained to the highest standards.

Eligibility

- **Partnership Duration:** The partnership between the organisation and the expert service provider must have been in place for at least one year.
- **Industry Relevance:** The services provided should be within a facilities management-related context but outside the typical FM verticals such as cleaning (unless specialised cleaning) and security.
- **Size:** The estate should consist of a substantial portfolio of properties or a single, extensive property that requires comprehensive management and maintenance.

What to Submit

- **The Entry Form:** Submit digitally through the website.
- **Supporting Submission:** Up to 1,500 words (as a Word document, PDF, or PowerPoint presentation) to support the entry, including a nomination from the client and/or service provider, plus a 250-word summary. The criteria to include are as follows (please demonstrate as much of the following as you can):
 1. **Performance and Achievement**
 - **Service Quality:** Demonstrated excellence in the specialised service provided, including attention to detail and consistency.
 - **Client Satisfaction:** High levels of client satisfaction, supported by testimonials or feedback.
 2. **Innovation**

- **Innovative Solutions:** Implementation of innovative techniques, technologies, or processes that have improved efficiency or effectiveness in the specialised service.
- **Sustainability:** Adoption of environmentally friendly practices and products in the specialised service.

3. Professional Development

- **Training and Development:** Commitment to ongoing training and professional development of staff providing the specialised service.
- **Certifications:** Relevant certifications or accreditations achieved by the service team.

4. Impact and Contribution

- **Operational Impact:** Positive impact on the organisation's operations, supported by measurable outcomes or feedback from clients.
- **Community Engagement:** Participation in community or industry-related activities, demonstrating a commitment to the broader facilities management field.

5. Compliance and Safety

- **Regulatory Compliance:** Adherence to industry regulations and safety standards, ensuring a safe working environment.
- **Safety Initiatives:** Active involvement in promoting and implementing safety initiatives within the workplace.

6. Nominations and References

- **Client Nomination:** A nomination from the client, highlighting the achievements and contributions of the expert service provider.
- **References:** Supporting references from colleagues, supervisors, or clients, providing additional insights into the partnership's performance and character.

Next Steps

- **Finalists Announcement:** Finalists will be announced in June, at a date to be confirmed (please keep an eye on the website and our social media).
- **Site Visit:** The judges will be in contact to arrange a site visit at a mutually agreed date and time over the summer. More information is available on the Judging section of pfmawards.co.uk.
- **Awards Ceremony:** The winner will be announced at the PFM Awards on 5 November 2025. Ideally, all finalists should be present at the Awards. If you are unable to attend, please let us know in advance.

Please note that due to the number of submissions we receive, we are only able to offer feedback on those candidates selected as finalists. If you have any questions, email the PFM Editor at amanda.vlietstra@imlgroup.co.uk.

