

What our clients say



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Independently Facilitated Feedback on 4i Solutions Performance

Background & Context

4i Solutions commissioned Europa Consultancy Ltd to undertake a review of our performance, with a view to establishing a training and development programme for our organisation and our people, based upon feedback from the organisations that we work for.

Client Feedback – Products & Services, Scored 87%

- they were pivotal to our success
- clear model of working (route map)
- invested own time to understand the client
- workshops very well constructed and run
- backgrounds, open-minded, facilitators and challenging
- they take responsibility not sides

Client Feedback – Customer Care, Scored 87%

- they always exceed expectations
- real and meaningful resident involvement
- responsive, gently steer us but don't talk down
- reassuring and in control, we felt secure
- we felt important to them
- comfortable and friendly – part of the team
- gave kudos to the client – felt good

Client Feedback – Timeliness, Scored 88%

- very focused on keeping us on schedule
- prevented us from being deflected
- prepared to cajole us on timing if necessary
- helped us to prioritise
- they stepped in to help at the appropriate time
- professional and reliable, never let us down

Client Feedback – Costs, Scored 87%

- costings were clear – no shocks
- others more expensive and higher maintenance!
- high quality, bespoke service across the Group
- they are top end, charge top end, we got top end
- cost has been irrelevant
- we've had much more than we thought
- allowed us to pull it apart and see the costs

Interviews

Feedback using the structured questionnaire was obtained through face to face interviews with senior members of staff from each of the seven client organisations, who included:

- A South East based Housing Group – where 4i Solutions provided OJEU procurement services for major works, responsive repairs and voids, to an approximate value of £50m
- A 4,000 home Housing Association in East London, undertaking an estate regeneration programme of works – where 4i Solutions provided mobilisation support, including strategic cost management, partnering advisor, interim and community development support, with an approximate value of £50m
- A national Housing Group managing 25,000 homes across the Country – where 4i Solutions provided OJEU procurement support for their Planned Investment Programme, cost management and partnering advisor services, with an overall value of approximately £100m
- A temporary housing provider based in London managing some 6,000 homes – where 4i Solutions provided OJEU compliant procurement support for responsive repairs and voids services, with an approximate value of £25m
- A stock transfer Association in Eastern England – where 4i Solutions provided OJEU procurement, cost management, partnering advisor and interim management services, for the post-transfer Decent Homes programme with an approximate value of £40m
- A South East based Association managing 15,000 homes – where 4i Solutions provided OJEU procurement services for Decent Homes programme, with an approximate value of £70m
- A South East based housing provider managing some 3,500 homes – where 4i Solutions provided procurement, cost management and interim management services for responsive repairs and post transfer Decent Homes works of approximately £50m

