

Adaptations Framework

**A B MITCHELL
DEVELOPMENTS LTD**



Case Study: South Lakes Housing – Bathrooms

South Lakes Housing's aids and adaptations service was praised by the Audit Commission at their inspection in June 2008 for having "capacity and speed" and for achieving over 95% customer satisfaction. However, they fell down for not having formal relationships in place and for not monitoring contractor performance.

The NHC's Bathroom Adaptations Framework provided SLH with an opportunity to address some of the issues identified in the inspection report and SLH have appointed two framework partners, AB Mitchell Developments and Phil Rogerson, with whom they were already working.

The existing relationship between SLH and the suppliers was not a formal one, with no contracts in place and the suppliers quoting for work when referrals came through before being issued with an order. The time taken waiting for quotations to be returned added 11 days into the process and the allocation of work on an ad hoc basis meant the suppliers were not always able to offer best value.

SLH now benefit from accessing a compliant procurement route for purchasing, formal contractual documentation and competitive framework pricing. This has eliminated the need to obtain quotations each time a referral is received, and has allowed timescales to be cut from 42 days to 31, helping to speed up the overall adaptations process.

In addition, through the NHC's contracts, SLH are better able to monitor their contractor performance and have been able to put in their own KPIs on which they will measure the partners including; order to installation times and customer satisfaction survey results.

"Working with the NHC has provided SLH with the opportunity to take a close look at procedures for procuring bathroom adaptations, the result reduced timescales from 42 days to 30 days from receipt of referral to completion of works. Making a good service better."

Trevor Woodward, Contracts Partnerships Manager, South Lakes Housing

"Rogerson's are excited about the imminent commencement of our partnering arrangement with South Lakes Housing via the Consortiums framework and we are looking forward to providing South Lakes' customers with a high level of service within their adaptation process."

Paul Jackson, Building Services Manager, Phil Rogerson

"We are delighted to be appointed to the framework as one of the first partners for the Supply and Installation of Level Access Showers by the Northern Housing Consortium and South Lakes Housing.

We are really looking forward to continuing our working relationship with South Lakes Housing over the next four years, with our aims to improve the delivery and service and to benefit all the tenants throughout the South Lakes Area."

Andrew Mitchell, Managing Director, A.B. Mitchell Developments Ltd

For more information on Consortium Procurement's Adaptations Frameworks please contact solutions@consortiumprocurement.org.uk or call 0191 566 1000 to speak to a member of the team.