

Adaptations Framework



Case Study: South Lakes Housing – Stair Lifts

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 Stair Lifts Framework provided SLH with an opportunity to address some of the issues identified in the inspection report and SLH has appointed Stannah Stair Lifts as their chosen partner to supply and install new stair lifts through their aids and adaptations service for tenants.

Previously, SLH would obtain 3 quotations from stair lifts companies when an OT referral was received and would then appoint the supplier with the most competitive price. There were no contracts in place, no formal relationships, work was being allocated to suppliers on an ad hoc basis meaning costs could vary from job to job, and this also made supplier performance more difficult to manage and monitor.

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 helping to speed up the overall adaptations process between referral and order, to delivery and installation.

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 Stannah including; order to installation times and customer satisfaction survey results.

"SLH already provide one of the fastest delivery of Aids and Adaptations our Occupational Therapist partners inform us, and it just got better. Working with the NHC and Stannah, we have reduced our current 72 day target to a max of 50 days from receipt of the OT referral to the completion of the installation."

Trevor Woodward, Contracts Partnerships Manager, South Lakes Housing

"We're delighted to be awarded the first stair lifts contract by the NHC and South Lakes Housing. We're really looking forward to working with them over the next four years to help improve the delivery and service to benefit their tenants."

Patrick Stannah, Sales Director, Stannah Lift Services

"We are very pleased that South Lakes Housing and Stannah are able to enter into this partnership together through the Consortium's framework. South Lakes Housing are not only benefitting from preferential framework rates over the next four years, but are also able to use the framework to streamline their back office functions in order to provide an improved aids and adaptations service to their tenants."

Andrew Carlin, Commercial Director, Northern Housing Consortium

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.