



# EFFICIENCY NORTH MEMBERSHIP PACK

BELONGING TO THE COLLABORATIVE CONSORTIUM FOR MODERN AND EFFICIENT SOCIAL LANDLORDS  
IN YORKSHIRE, HUMBER AND THE WIDER REGION



# EFFICIENCY NORTH<sup>+</sup>

HOUSING MAINTENANCE AND CONSTRUCTION BEST PRACTICE FORUM

## Our vision

is to be the network for housing construction best practice and provide intelligent social housing procurement solutions for the region.



# WELCOME



## Belonging to Efficiency North The advantages of a joint approach for social landlords across Yorkshire, Humber and the wider region

Ever since their creation social landlords have historically been fragmented in their approach to delivering their services to tenants despite the commonality of issues and challenges they face. The delivery of the Decent Homes programme provided an opportunity to drive and harness collaboration within the sector and support supply chains to achieve better value for our member organisations and their tenants as well as the wider local community.

Efficiency North is the vehicle which has driven this within the Yorkshire, Humber and wider region since 2006.

### COLLABORATIVE SUCCESS

To date savings of £104.5m have been achieved against baseline costs by the 4 founding clients, representing 8.9% of expenditure with £290m spend remaining to the end of the Decent Homes programme. These savings are a result of the dedicated work and commitment to collaboration.

The consortium has improved procurement and supply chain collaboration through several successful approaches. Following direct intervention from Efficiency North in the development of client led frameworks, construction partners have been actively encouraged to lead collaboration in improving supply chains, using modern procurement methods as far as possible.

This has generated significant success.

### CORE ACTIVITIES

**Efficiency Groups** that bring together landlords to benchmark cost and performance data to improve their insight into their performance and to unlock opportunities for improvement.

**Procurement solutions** for materials and works that provide procurement efficiency and add value through integrated approaches to driving employment and skills, carbon reduction and economic regeneration.

**Best practice** through learning events and the members collaboration portal which improves the sharing of knowledge and data between members.



# HARNESSING THE POWER OF COLLABORATION



## The added value of consortium working

### MEMBERSHIP OF THE EFFICIENCY NORTH SOCIAL HOUSING CONSORTIUM BRINGS A RANGE OF BENEFITS FOR YOUR ORGANISATION

- Unlocks cashable programme savings and non-cashable paybacks;
- Raises the profile of procurement, especially by demonstrating the success of collaborative working;
- Provides a forum for clients to unite and become stronger and more aligned in interaction with their individual supply chains;
- Enables clients to share costs and resources for procurement and other activities;
- Provides a forum for Tier 1 suppliers to engage with their multiple clients at a strategic procurement level to enable better collaboration;
- Provides a mechanism to benchmark costs both against each other and programme delivery tactics to focus on areas for improving value for money;
- Provides a mechanism for the development of partnerships, resulting in enhanced programme engagement both at client level and within the supply chain;
- Enables the sharing of learning to highlight best practice and reduce the possibility of repeating costly mistakes;
- Increases propensity for achieving greater investment consistency across geographical boundaries;
- Encourages healthy competition, a culture of continuous improvement, and promoting positive change;
- Enables delivery of sub-regional regeneration training and investment schemes by pooling resources;
- Provides OJEU compliant procurement solutions;
- Aggregates demand to achieve improved outcomes;
- Provides a joined up category managed approach to housing procurement activity;
- Drives the climate change and regeneration agenda.

# JOINT PROCUREMENT



## Through the application of Achieving Excellence principles and a collaborative contracting approach Efficiency North's suite of Frameworks aims to achieve:

- improved certainty in terms of time, quality and cost;
- continuous improvement in a transparent collaborative environment;
- an attractive and user friendly procurement solution over the life of the framework;
- a solid platform for SME and supplier engagement through supply chain management approaches;
- a solid platform for local training and employment programmes;
- a firm foundation for sustainability initiatives including local regeneration;
- development through the framework of an intelligent cost database offering improved visibility of outturn cost;
- standardised procurement process and technical specifications;
- training for client member authorities in best practice collaborative client techniques.

### CONTRACTOR LED PROCUREMENT SUCCESS

Members St Leger Homes Ltd of Doncaster led an e-procurement to seek a 3 year supply arrangement covering 14,000 public sector kitchens and a further 21,000 for Keepmoat's public sector regeneration work for a variety of clients.

The process was completed in 3 months, making significant 2 digit % savings whilst strengthening the trust and collaboration between Tier 1 contractors. This laid the foundations for more collaborative work and delivered real value to public sector clients.



# OUR SUITE OF FRAMEWORKS



## E N PROCURE ELEMENTAL WORKS FRAMEWORK

Efficiency North are currently developing a regional procurement framework to reduce duplication of individual tendering activity. The E N Procure framework provides works, materials and services which can be accessed by any public sector body and principally Social Landlords.

This framework will facilitate long term regional supply chain relationships and enable more SME engagement and access within the sector. The framework also has a robust training and employment delivery mechanism built in.

Framework procurement is on a sub-regional basis, West, East and South, to ensure that local SMEs have every opportunity of securing a place on the framework.

Currently in procurement, E N Procure will be accessible from late Summer 2011.



## RE:ALLIES MATERIALS FRAMEWORK



With our partner organisations from the North of England, Procure Plus and North East Procurement, Efficiency North has created a materials framework that increases the scope of supply, caters for the diverse range of provider needs, and most importantly, helps keep costs down.

Backed with a market leading e-commerce platform which delivers additional procurement and transacting efficiencies, the Re:allies Framework makes it easier for Registered Providers to procure high quality materials for planned and cyclical maintenance projects, whilst realising social and economic benefits. By implementing a collaborative procurement approach, Re:allies has been successful in maintaining existing competitive pricing levels, and in many cases, has achieved better deals for its member organisations.

Users accessing the Framework are enjoying double digit savings on leading brand materials.

## SOLAR PV RENT A ROOF FRAMEWORK



Efficiency North recognise the vital role of social landlords in meeting the UK Government's target of an 80% reduction in carbon emissions by 2050.

Our members are committed to improving homes to meet energy efficiency standards and safeguard residents as far as possible against rising energy costs.

Our Solar PV Framework offers public sector landlords a rent a roof style solution for housing and other public sector owned buildings. The Framework partners provide income to the landlords along with full finance, installation, maintenance and monitoring for the solar PV installations over 25 years in exchange for feed in tariffs. The framework enables a range of tenants to benefit whilst also providing an income to enable re-investment in other energy saving measures and will be available from Summer 2011.



### YORbuild, YORconsult and YORcivils FRAMEWORKS for construction contractors, consultants and civil engineering

The YORbuild Framework consists of four sub-regional frameworks each with six value banded lots dealing with all values of new build, refurbishment and design build construction works which can be accessed by any Local Authority, Public Sector Body or Third Sector Organisation in the Yorkshire and Humber region. The Framework has already successfully commissioned £165m of construction projects for 20 of the regions public and third sector organisations.

For more information go to [www.yorbuild.com](http://www.yorbuild.com)

The YORconsult and YORcivils Frameworks are a series of construction consultant frameworks for the procurement of building, housing, civil engineering, planning and environmental consultant professionals.

The construction consultant framework YORconsult will be available to local authorities, other public sector bodies and the third sector across the Yorkshire and Humber region from late 2011.

# WORKING TOGETHER



**Well informed clients are the key to any successful project. Efficiency North provides an environment of learning and a forum for knowledge sharing and peer challenge.**

## PROCUREMENT PROJECT TEAMWORKING

The E N Procure Elemental Works Framework procurement process drew together a project team of social housing professionals from the 5 leading organisations, East Riding of Yorkshire Council, Barnsley MBC, Wakefield and District Housing, St Leger Homes and Sheffield City Council. Sharing the workload, the support they provided for each other was the backbone that ensured the project's successful outcome.



“There's a definite advantage in being able to share the workload and also share best practice and ideas with other procurement officers.”

Karen Headen,  
NPS, Barnsley MBC

Learning is shared between clients, reinforcing the understanding and knowledge base of each member, enabling them to approach the challenges of procurement and negotiation with confidence.

## BENCHMARKING, EFFICIENCIES AND SUCCESSFUL DELIVERY

A major element in successful procurement activity is to understand your position in relation to other similar clients. When working within existing delivery programmes and delivery arrangements, the importance of benchmarking cannot be underestimated in identifying areas warranting further exploration.

To assist clients Efficiency North have created benchmarking tools, which have a defined scope typical of that found within all members' stock portfolios.

Led by our Efficiency Group, our benchmarking groups of professionals from all member organisations meet for regular workshops to drive best practice in Asset Management, Adaptations, Asbestos, Voids, Repair & Maintenance, Retrofit, Gas Servicing and Electricals.

# HARNESSING SKILLS



**Efficiency North are committed to delivering non-cashable gains for the benefit of members and their communities.**

The E N Procure and YORbuild frameworks include a proactive, Client led employment and skills planning model.

Whilst the framework aims to achieve double digit efficiencies it also aims to maximise employment and skills outcomes and opportunities across the entire spectrum of trades and disciplines with a focused and sustainable vehicle offering flexible and high quality construction apprenticeship training to both Employers and Apprentices within the Yorkshire and Humber region.

## PARTNERSHIP WITH YHATA

The Yorkshire and Humber Apprentice Training Agency (YHATA) is one of 11 organisations selected by the National Apprenticeship Service to receive funding to form a sustainable and flexible vehicle for the maximisation of apprenticeships in the Yorkshire and Humber region. YHATA's aim is to offer an uncomplicated, responsive and professional service that provides value for money to Employers.

YHATA offer employment opportunities across a wide range of sectors to Apprentices aged 16 -24 with services including:

- Candidate Attraction
- Vacancy Matching
- Assessment / Screening
- Employer Led Recruitment Service
- Employer Selection
- Coordination of Learning Providers i.e. college programmes
- Apprentice managed service supported by NAS
- Payroll / Invoice
- No Placement Fee if recruited by Employer.

## DELIVERING LOCAL EMPLOYMENT & TRAINING

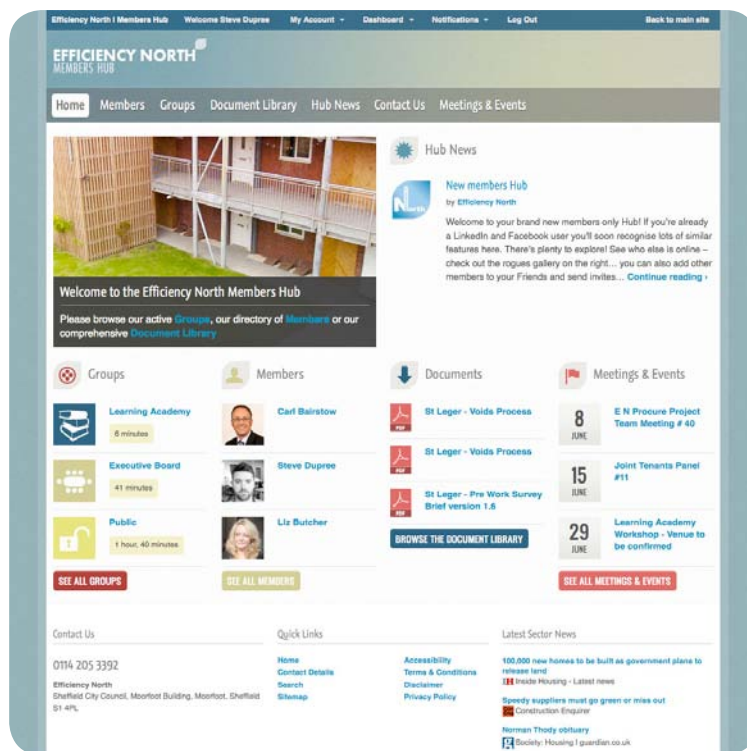
Construction JobMatch South Yorkshire, a £12m investment programme brought together construction industry employers and training providers to provide vocational training and employment for local people.

JobMatch created 460 places between 2006 and 2008 across Efficiency North member organisations, benefitting the South Yorkshire economy.



# JOINING COMMUNITIES

Social housing isn't just about procurement, adaptations, repairs and maintenance - it's people and communities.



## MEMBERS HUB

Efficiency North's members' only site is open to staff working within our member organisations. The Hub gives members a lively, interactive best practice knowledge base with instant access to information and online collaboration with peer professionals across the region.

Its interactive features reinforce our best practice benchmarking and project groups, making the consortium's activities and operations more co-ordinated and easily accessible.

With functionality similar to popular social media networks the Hub is also tailored very much to the needs and reality of working life in social housing of Efficiency North's members.

## THE HUB PROVIDES:

- A library resource of latest documents including policy and procedures, benchmarking, climate change and tender information plus a document sharing facility;
- Interactive meetings and events diaries;
- Benchmarking groups and project teams, forums and discussions;
- RSS news feeds with the latest developments from sector wide media;
- Individual member profiles with personalised account settings and auto-notifications.



“

I have personally built some good working relationships within the consortium. If ever I need help I know I can contact my peer professionals for a guaranteed useful response from another perspective.”

**Stuart Morris**  
Head Of Finance  
A1 Housing



## JOINT TENANTS PANEL

Efficiency North's Joint Tenants Panel was originally set up in 2010 to run alongside the Re:allies and E N Procure Frameworks procurement to involve tenant representatives from our member organisations and give them a voice in the decision making process.

The panel meet every 2 months at member organisation offices across the region for updates and discussion on all the latest developments and any funding opportunities for community projects. It's a great opportunity for us to get together and pool ideas.

## TENANTS ONLINE FORUM

Like our other members, the Joint Tenants Panel are spread across the Yorkshire, Humber and wider region, so a means of communicating online is vital between their bi-monthly panel meetings held at member organisations around the region.

The forum has the same simple to use, intuitive system as the members' Hub so the panel can easily keep up discussions on the latest efficiency savings available through our Frameworks or share links to useful information they've spotted on the Net such as the new sustainable energies that can help cut the costs of rising energy bills.



“The group shares best practice and identifies ways of saving money for tenants – it's a great idea.”  
**Joint Tenants Panel Chair**  
**Colleen Adamson**  
**Tenant Wakefield and District Housing**



## Re:allies - the Efficiency North, Procure Plus and North East Procurement partnership



“Partnership working is at the core of new Government thinking and in the current climate registered providers must look at ways of working together in order to achieve more for less.”

**Sir Bob Kerslake**  
Re:allies Northern Housing Summit  
July 2010

A groundbreaking achievement, the Re:allies consortium brings together, in one group, unmatched experience of building, regenerating and managing sustainable homes and environments, complemented by specialist organisations which are wholly focused on providing quality services that make a difference.

Jointly the members of Re:allies are responsible for the repair and upkeep of over 800,000 properties across the North of England and have a remit to reinvest volume cost savings directly into local businesses, jobs and skills. Together we apply our collective skills to the delivery of outstanding performance for our clients and, ultimately, the communities that we support through our member organisations. The Re:allies materials framework is a robust supply chain that delivers:

- Exceptional quality products at the very best commercial rates
- Products that are sustainable, fit for purpose, with a greater lifecycle
- Materials that allow improved resident choice
- Suppliers that work in true partnership with the buyer and the installation teams
- Innovative and proactive suppliers that improve the supply process for tenants and landlord clients

### OUR OFFER

- Driving value for money through effective shared best practice, networking and intelligent procurement solutions
- Customer engagement
- Community benefits
- Flexible, quality solutions to suit any size of organisation

### DELIVERING OUR OFFER

#### EFFICIENCY

- Intelligent procurement solutions and frameworks for organisations of any size
- Best Practice Knowledge networks
- Membership Efficiency statements

#### EMPLOYMENT & SKILLS

- Employment & Skills opportunities built into our procurement solutions with integrated apprenticeship delivery vehicles
- Sharing knowledge through our Best Practice Hub and Learning Academy

#### SOCIAL & ECONOMIC REGENERATION

- SME engagement programmes integral to our procurement solutions
- Development of a Fund accessible by our members to resource social and economic inclusion projects

#### ENVIRONMENT & SUSTAINABILITY

- Leading the way to an energy efficient future
- Waste and carbon reduction integral to our procurement solutions
- Best Practice Knowledge networks

TO FIND OUT MORE ABOUT THE CONSORTIUM AND MEMBERSHIP PLEASE CONTACT OUR TEAM AT [info@efficiencynorth.org](mailto:info@efficiencynorth.org) or go to [www.efficiencynorth.org](http://www.efficiencynorth.org)

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