

South Staffordshire Housing Association



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Staffordshire**
Housing Association

In a prime example of successful collaboration Wolseley UK has been working in partnership with South Staffordshire Housing Association to provide over 95% of its building materials, heating and plumbing products. Working directly from the Housing Association's depots, Wolseley has delivered added value with improved efficiency at all levels.

The Challenge

South Staffordshire Housing Association is the largest housing association in South Staffordshire, providing over 5000 homes and other services for families, couples, single people, older persons and people with special needs.

A review of South Staffordshire's existing service revealed that its expertise in the area of stores management and procurement of building materials was limited and the existing management and operational infrastructure was failing to fully support the in-house stores operation.

The lengthy tender exercises and vast number of suppliers created an enormous level of bureaucracy that was draining the organisation of its much needed resources.

Computerised stock records were continually out of date and the large number of operatives became increasingly difficult to service due to the increased productivity levels and growth.

It became clear that in order to overcome these problems South Staffordshire must either invest heavily in its in-house stores or look for other options.

The Solution

Wolseley was found to be the most flexible of all the partners considered and was able to offer South Staffordshire a bespoke solution which involved transferring the existing stores personnel to their own team and agreeing to lease the existing stores area at both depots so as to ensure that there was no disruption to service delivery.

By working in partnership with Wolseley, South Staffordshire receives a high quality service that is monitored and assessed through 6 key performance indicators:

- | | |
|---------------------------|------------------------|
| 1 Core stock management | 4 Void Management |
| 2 Stock Quality | 5 Van stock management |
| 3 Specials stock sourcing | 6 Price Benchmarking |

In addition to this, the Housing Association monitors its own responsiveness to housing repairs which is influenced by the ability of Wolseley to supply materials on time.

The Benefits

Wolseley now provides a one-stop-shop service supplying 95% of the Housing Association's stock requirements. This has led to a marked reduction in the waiting time for materials enabling the Housing Association to provide a better quality service for its tenants.

Wolseley has also invested heavily in stores and IT systems - the integrated use of IT for ordering, billing and job costing has led to increased efficiency with a dramatic reduction in procurement and administration costs.

By working with an outsourced partner of Wolseley's size, South Staffordshire has realised other benefits including increased buying power and economies of scale as well as specialist product knowledge and access to over 400,000 products.

Actual efficiency savings achieved, when taking into account - reduced cost of materials, invoice processing costs and staff overheads; benefits of purchasing cards; and increased productivity of staff amount to around 18% of the total budget.

Phil Ingle, Finance Director, South Staffordshire Housing Association, said: "Outsourcing our stores and materials supply to Wolseley has enabled us to focus on our responsibilities to our customers, while generating significant efficiencies throughout the supply chain. We continue to receive excellent service and are currently working with Wolseley on the key area of sourcing products with sustainable characteristics."



WOLSELEY