

Case study

By Wokingham Borough Council

Wokingham Borough Council (WBC) has been a member of Consortium Procurement (CP - part of the Northern Housing Consortium) for a number of years; whilst they have used our frameworks in Tenant Services this was their first experience of our framework for Technology Enabled Care Services (TECS).

The procurement team of WBC has found our processes clear and easy to understand and have benefited from the hands on support that our dedicated procurement professionals provide.

In the next few lines Richard Turner talks about WBC's views on our offer and processes as well as their experience of utilising our TECS framework.

"The process was straight forward which meant that the whole project could be delivered via email and phone - negating the need for long meetings and unnecessary travel. The Consortium took away the administrative burden, leaving us to allocate resources to choose the right provider against the requirements we set. In our experience, the response from framework suppliers can be a bit haphazard-having CP staff managing and driving this interface is a significant benefit.

"We have recommended CP to another Local Authority going through the process of procuring Technology Enabled Care services as we found their offer to be hassle free and compliant, the documentation is well structured, clear and properly worded."As a procurement specialist, for me it was very nice to be dealing with other professionals who clearly know what needs to be done and have the tools at hand to manage the procurement properly. Several elements of work which I would undertake myself were routinely swept up by CP.

"CP responded in a professional and timely manner, making sure that we were kept up-to-date on progress. This is a very important aspect not always present with other framework suppliers."We found CP easy to work with - in particular we valued the regular contact with their staff to help smooth things along. Ultimately we are very glad that we chose this route and I expect there will be further opportunities in the future."

What to do next?

Email us at solutions@consortiumprocurement.org.uk or ring us on 0191 566 1000 to find out how we can help with your procurement priorities.



"Although we are geographically remote from Consortium Procurement and our requirements at first didn't appear to be an exact fit under the TECS framework, this didn't prevent CP from delivering an excellent result for us in very short timescales."

**Richard Turner,
Procurement
Business Partners at
Wokingham BC**



**WOKINGHAM
BOROUGH COUNCIL**