

CASE STUDY

WOLVERHAMPTON HOMES



Wolverhampton Homes



BACKGROUND

Wolverhampton Homes manages Wolverhampton Councils 22,300 homes and is delivering almost £400 million of refurbishment and improvement works to bring its housing stock up to the Government decent homes standard by 2012.

As a forward thinking organisation, Wolverhampton Homes recognised that Travis Perkins Managed Services could help provide value for money and new ways of working meaning a better service for the tenants and leaseholders.

MAKING A FEW CHANGES

What Travis Perkins Managed Services have done to provide convenience and efficiencies to Wolverhampton Homes:

- Provision of a dedicated depot, for the sole use of Wolverhampton Homes operatives, staffed and stocked by Travis Perkins
- 11 dedicated staff including a Travis Perkins trained Branch Manager, Assistant Branch Manager, administrator and 7 sales assistants
- TUPE of staff from the existing Wolverhampton Homes material store
- Dedicated delivery vehicle and driver



- Integrated IT systems and procedures that run in line with normal Travis Perkins trading branches, including an electronic trading platform
- A 'core supply chain group' consisting of Travis Perkins, Wolverhampton Homes and manufacturers allowing constant review of agreed KPIs and management information

BENEFITS TO WOLVERHAMPTON HOMES

Working together we have been able to provide:

- A 'One-Stop-Shop' materials management for repair and maintenance
- The ability to benchmark Wolverhampton Homes service against similar organisations
- A dedicated bespoke service
- Full "open book" accounting in place
- A profit sharing scheme which drives efficiencies of our partnership
- Advantage of new innovations within the industry
- Standardisation and rationalisation of the core stock range
- Continuous service improvements and best practice informed by KPI's
- Retraining and development of TUPE staff
- Reduced operative downtime and stores management overheads



“As a forward thinking organisation we are always looking at efficiency, value for money and new ways of working. Travis Perkins was chosen to help us provide a better service for our tenants and leaseholders, this is a real move forward as we start working with our new partner and enhancing our services even further.”

SHAUN ALDIS, Director of Property Services for Wolverhampton Homes

For more information on Travis Perkins Managed Services call

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