

# SOUTH EAST CONSORTIUM STRATEGIC PLAN 2017-2020

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South East Consortium (SEC) introduce our strategy to support the delivery of flexible procurement solutions in accordance with our aims and objectives



# Introducing SEC 2017-20

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## The South East Consortium (SEC) is a not-for-profit organisation focused on the delivery of high quality, flexible procurement solutions for our Clients

**Our purpose is to provide our Clients with agile support towards their asset management approach. And, to provide procurement options for a variety of business needs.**

Accompanying this, SEC also has a full Membership offering. This opens a network of resources and provides added value services for Members. SEC operates a business model which responds to the needs of Clients.

You'll discover our strategy demonstrates:

- **Ease:** By understanding Client needs. And, making sure the service is simple to access
- **Options:** By providing a successful solution to your procurement needs through our service options
- **Value:** By creating an approach which saves time and money.

SEC is easier than ever to access. And, we'll grow the number of framework users over the next 3 years. This will support SEC's growth and capabilities to deliver the services required by Clients. We'll also continue to develop innovative frameworks and ideas to support our Clients. Growth will also support our vision to invest into local and social value projects.

We'll continue to deliver services in a professional and friendly way – as our Clients tell us this is what they love about the organisation.

We'll also be on hand to support Clients as we enter the period of legislative uncertainty with the UK exiting from Europe. We exist to provide comprehensive procurement governance allowing Clients to demonstrate compliance during uncertain times. We'll remain at the forefront of emerging and evolving practices, keeping Clients informed and able to meet value for money challenges.

We've always focused on building the very best frameworks and events possible. We'll still deliver this but in a much more intelligent way.

Marian Burke, Chair of the Board

Marc Baines, Managing Director

# Our mission and vision

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Our mission statement is:

***‘Delivering flexible procurement solutions that save you time and money by understanding your needs’***

By 2020 we’ll:

- Develop sector & asset intelligence across our team to support increased usage of procurement solutions
- Have a clear & flexible range of solutions to support our Clients
- Demonstrate financial and time savings for our Clients.

Our vision is to:

***‘Increase framework usage by offering an enhanced service enabling us to grow and develop as a business’***



# Achieving our aims...

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The principles which will underpin our services over the next 3 years are:



## Ease

- through understanding Client needs

## 1. Understanding Client needs

SEC will be 'easy' to work with. We understand it's important to make sure Client transactions are flexible yet swift. Taking the time to understand Client needs is a crucial element of this. We'll support 'ease' by:

### ***Being 'Client aware':***

- Ability to deliver flexible service by:
- Engaging Clients to discuss requirements
- Creating clear project documentation
- Offering choice to support procurement project
- Offering advice and intelligence to support Client projects
- Clear procurement procedures including timescales built to suit the Client
- Client satisfaction KPI results which we'll publish OR 'measuring and publishing our Client's satisfaction
- Sharing service provider insight with Clients.

### ***Having an online offer:***

- Building a new SEC website & online offer
- Utilising e-tendering and online evaluation
- Options for Clients to self-serve from SEC website.

### ***Sharing our communications commitment:***

- Range of online services
- Clear customer response times
- Customer friendly suite of documents
- Social media presence
- Visible SEC

These three areas will support service delivery and provide Clients with expectations on the quality of service that will be delivered.

Ease of service will also support the organisational drive to become more innovative and accessible to new framework users.

# Achieving our aims...

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## Options

- through offering flexible procurement

## 2. Offering flexible procurement

Options relate to the core business of SEC. SEC will be versatile in terms of the intelligent solutions on offer for Clients by offering:

### **Flexible Client specific procurement:**

- Compliant frameworks – assorted call off techniques
- Creating innovative frameworks dealing with sector barriers
- Bespoke procurement
- Collaborative procurement
- OJEU support for Members
- Library of specifications, cost models and quality questions
- Contract preparation and development
- 'Go to' source for procurement knowledge

### **Service & contract development:**

- Specification support and advice
- Cost model formulation and advice on weightings applicable
- Cost analysis & benchmarking
- Contract overview
- OJEU advice and overview
- Recommendations for procurement route
- Contractor annual reviews/KPI collection
- Contractor relationship management

We'll build on our experience of being a great procurement solutions provider over the next 3 years.

Clients will be able to utilise the skills of SEC to cover a procurement process from end to end.

# Achieving our aims...

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## Value

- saving time and money  
for Clients

### 3. Saving time and money for Clients

SEC Clients want to make sure they're getting value from their interaction.

#### **SEC saves the time and money of its Clients by providing:**

- A swift route to market by saving Client colleagues time
- OJEU compliant frameworks which have a reduced risk of challenge
- Market leading rates due to Consortium bulk buying power.

It's also important to note some of these savings come through Member ability to network with SEC and its affiliates.

#### **Delivering innovative opportunities:**

- Working with service providers and industry experts to deliver pioneering frameworks
- Sourcing funding and grant opportunities

#### **Powerful networking opportunities:**

- Working alliances with service providers
- Community of like-minded colleagues sharing insight
- Knowledge sharing

#### **Providing a Membership focused offer:**

- Benefit statements
- Discounted training
- Roundtables & Webinars
- Seminars/events & conference
- Surplus spend – social value & wellbeing

# Our measures – what will we achieve?

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We'll measure our success over the next 3 years by assessing ourselves against a suite of key performance indicators:

Develop sector and asset intelligence across our team to support increased usage of procurement solutions:

	2017/18	2018/19	2019/20
Value of framework contracts let	£25m	£31m	£40m
Number of Members (Social Housing)	26	28	32
Number of Guest Members (additional framework users)	17	25	35
Membership social housing stock size	200,000	220,000	250,000
Number of framework awards hosted	85	100	115

Have a clear and flexible range of solutions to support our Clients:

	2017/18	2018/19	2019/20
Satisfaction with outcome of project	92%	94%	96%
Satisfaction with event or training	93%	94%	95%
Number of compliant frameworks ready for access	18	21	24

Demonstrate financial and time savings for our Clients:

	2017/18	2018/19	2019/20
Saving on spending	2%	3%	3%
Average Member saving (annual)	£1.5m	£1.7m	£1.85m