



# South East Consortium



SOUTH EAST CONSORTIUM

# Operational Plan 2020-23



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Marc Baines – Managing Director

## Intro from the Managing Director

Our 2020-23 operational plan is about doing 'more' for our Members.

Over the last 3 years we've built strong foundations, thanks to growing usage from Members and the wider sector.

We've started to deliver a more enhanced service but there is much more to do. We realise we're just scratching at the surface and there is a much bigger role for SEC to play in the sector.

We've seen framework usage grow by 38% since March 2017 and satisfaction with the procurement service run reach 100%. But, we'll continue to challenge the status quo and raise our own bar further.

20-23 will see us build on the foundations laid. You'll see us continue to engage and create market leading framework models for our Members to benefit from. We're aware the market is saturated with framework providers – so we'll strive to do what we do better to set ourselves apart.

Pre tender you'll see more support with the creation of your technical documents. And, post procurement there will be effective framework management and support with how you administer the contract award.

Approach will remain key for us. Having met many stakeholders over the summer of 2019 – it's clear we should not underestimate the importance of our approach around ease, options and value.

The housing sector is seeing unprecedented change. Our political, environmental, social, technological, economic and legal environment never stand still. But, right now change is apparent in all areas. But, one thing that won't change is our continued commitment to keep our Members compliant, save them time and fully equip them to drive value through the contracts we draft for them.

Our Members will remain at the forefront of everything we do. They're part owners and will continue to govern and set the direction for the things we do.

SEC will play a wider role in the sector and aim to support organisations and individuals who want to encourage others to work in the sector. We'll do this because that's what we should all be doing – everyone who works in the social housing sector should be 'doing their bit'. As a consortium, we're no different.



South East Consortium

Doing more for Members means helping organisations both pre and post tender.

20-23 fills us with excitement and we look forward to doing more for our Members.

# About us

South East Consortium (SEC) is a not for profit organisation working with the public sector.

We provide flexible, compliant procurement solutions of the highest quality, including a core framework offer and bespoke tendering. We currently have 34 Members, who collectively manage 363,000 properties, but also work with a number of Guest users from registered providers across the country.

## Mission Statement

Delivering flexible solutions saving you time and money by understanding your needs

## Membership

It's a fantastic time to become a Member of the Consortium. You can benefit from:

- 1 Being able to shape SEC and the services it provides
- 2 SEC becoming an extension of your team for all things procurement
- 3 Pre and post contract support
- 4 Our data, network and training to support business decisions

## Vision statement

Become indispensable to our customers for all of their procurement needs

## 2020-2023 Strategic aim

Driving contract performance and sector improvement for our Members

## Strategic objectives by 2023

Deliver a broader Membership offer that is easy to access

Delivering tomorrow's skills for our sector

Coaching and equipping our Members to achieve value

Influence solutions for the sectors future

# By March 2023 we'll...

## Deliver a broader Membership offer that is easy to access

We'll be doing 'more' for our Members in 20-23. And, we'll make our services easy to access. Here's how we'll do it:

- Update our Membership offer to support customers with more pre procurement intelligence and post procurement support
- Deliver services online for ease of access.

## Coaching and equipping our Members to achieve value

In consultation with our Members it's clear we're relied upon to generate great value for our customers. We'll do this by:

- Having a clear support framework around contract management
- Supporting a range of new contractors and SMEs who can deliver value to the sector
- Using our data and benchmarking to support Members.

## Influence solutions for the sectors future

SEC have an opportunity to make a difference to the sector. It's an exciting opportunity that will see us:

- Support Members with the implementation of public procurement beyond OJEU
- Create a marketing strategy to grow our Membership and collaboration
- Support Members in making sure their buildings are safe

## Delivering tomorrow's skills for our sector

We'll specifically seek out and work with agencies who are passionate about delivering on skills for tomorrow that will support our sector. We plan to:

- Create opportunity within our business for future stars
- Explore partnerships to encourage others to work in or for our sector



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